

ENFORCEMENT TECHNOLOGY, INC.



28 Hammond, Suite C
Irvine, CA 92618
(949) 707-3832
(949) 707-3826 Fax
lfrench@autocite.com

January 27, 2004

Linda Wilson
Purchasing Division
City of Fort Lauderdale
100 N. Andrews Avenue
Room 619
Fort Lauderdale, FL 33301

Re: AutoCOLLECT Processing

Dear Ms. Wilson:


Pursuant to your email request dated January 15, 2004 this letter will serve as our notification to the City of Fort Lauderdale of our relationship with our Collection Agency partner, Professional Account Management LLC (PAM).

We call this collection service AutoCOLLECT. Working closely with PAM allows us to expand our existing capabilities of collecting outstanding citations for your out-of-state plates to the production and mailing of collection notices. Our partner provides skip tracing to obtain current telephone numbers and then telephone customer services. They receive calls and call debtors, to affect the collection of delinquent citations. These services may also include, at your *written* direction, referral of information on delinquent citations to the major Credit Reporting Agencies and legal collection actions.

Please find enclosed a copy of our agreement with PAM in regards to your account and all the insurance requirements that you requested of this sub-contractor.

As always, if you have any questions please do not hesitate to let me know.

Sincerely,



Linda G. French
Vice President Operations

Enclosures

THIS AGREEMENT is made on the 14 day of August, 2003, in the year 2003, between Enforcement Technology, Inc. ("Creditor") for the City of Fort Lauderdale and Professional Account Management LLC ("Agency").

WITNESSETH

WHEREAS, Creditor desires Agency to undertake the collection of Creditor's accounts and other evidences of indebtedness from time to time (hereinafter collectively referred to as "Debt(s)"), in the manner and under the terms and conditions hereinafter set forth.

1.1 Authority to Collect. Creditor hereby authorizes Agency to use any legal means to collect the Debts placed with Agency by Creditor.

1.2 Ownership of Debts. The Creditor shall maintain ownership of all debts placed with Agency for collection under this Agreement. Creditor maintains legal rights and title to these accounts unless other arrangements are made in writing between the Parties.

1.3 Authorization to Receive Payment and Endorse Instruments. Creditor authorizes and appoints Agency to collect and receive for Creditor all sums of money due or payable to Creditor for Debts placed with Agency for collection.

1.4 Agreement to Collect. Agency agrees to provide debt collection services to Creditor in compliance with all applicable laws, regulations, licensing requirements and bonding requirements.

1.5 Methods of Debt Collection. Agency shall use only ordinary and reasonable collection efforts as permitted by law and shall comply at all times with the Fair Debt Collection Practices Act (FDCPA), the Fair Credit Reporting Act (FCRA) and all other applicable state, federal and local laws and regulations.

Return of accounts. Agency shall use its best efforts to collect Creditors accounts for a period of _____ days. Any accounts not paid or in payment arrangement status at the end of this period will be returned to the Creditor for further action.

1.7 Contingency Fee. The cost of the collection services described in this Agreement shall be based upon a contingency fee. A Debt placed for collection with Agency shall be subject to a collection fee of _____% of the unpaid balance.


1.8 Term of Agreement. This Agreement shall become effective upon execution by both parties and shall remain in effect until terminated.

1.9 Agency Representations. Agency agrees to comply with all applicable laws regarding the subject matter of this Agreement, to at all times act in good faith, and to indemnify and hold Creditor harmless for all acts or omissions committed by Agency and for all alleged wrong doings which create legal or other liability.

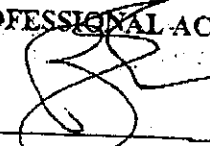
1.10 Counterparts. This Agreement may be executed by the parties hereto in separate counterparts, each of which when so executed and delivered shall be an original, but all such counterparts shall together constitute one and the same instrument. Each counterpart may consist of a number of copies hereof, each part signed by less than all, but together signed by all the parties hereto.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the day first written above.

ENFORCEMENT TECHNOLOGY, INC

By 
Its: Gary E. Ward, Ph.D.
President and CEO

PROFESSIONAL ACCOUNT MANAGEMENT LLC

By 
Its: Vice President

DATE (MM/DD/YYYY)
01/15/04

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

NAIC #

INSURER E:

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

Blanket Additional Insured Endorsement GA 472 Includes: The City of Fort Lauderdale as listed below.

✓ City of Fort Lauderdale
Purchasing Division
Fort Lauderdale FL

ACORD CERTIFICATE OF LIABILITY INSURANCE

OP ID D2
SYNER03

DATE (MM/DD/YYYY)
01/14/04

PRODUCER
The ISIS Group, Ltd.
David G. Zellmer
1512 Artaius Parkway, Ste 302
Libertyville IL 60048
Phone: 847-367-7410 Fax: 847-367-7416

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW

INSURED

Synergy, L.L.C.
Mr. Jon A. Skulborstad, Pres.
180 N. Michigan Ave., Ste. 1110
Chicago IL 60601

INSURERS AFFORDING COVERAGE

NAIC #

INSURER A: **Wausau Insurance Companies**
INSURER B:
INSURER C:
INSURER D:
INSURER E:

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L LTR INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
	GENERAL LIABILITY <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRQ <input type="checkbox"/> JECT <input type="checkbox"/> LOC				EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMPROP AGG \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS				COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN EA ACC \$ AUTO ONLY AGG \$
	EXCESS/UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION \$				EACH OCCURRENCE \$ AGGREGATE \$ \$ \$ \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below OTHER	WCJZ91506587234	01/01/04	01/01/05	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000. E.L. DISEASE - EA EMPLOYEE \$ 1,000,000. E.L. DISEASE - POLICY LIMIT \$ 1,000,000.

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

Alternate Employer Endorsement: Professional Account Management, LLC.;
Voluntary Compensation Endorsement; All States Endorsement

CERTIFICATE HOLDER

CANCELLATION

PROFE15

Professional Account Mgt, LLC.
Mr. Daryl Tonn, Vice Pres.
2040 W. Wisconsin Avenue
Milwaukee WI 53233

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

David G. Zellmer

ACORD 25 (2001/08)

EX-414-931-8016

© ACORD CORPORATION 1988

TOTAL P.01



CITY OF
FORT LAUDERDALE

July 2, 2003

Gary E. Ward, Ph.D.
Enforcement Technology, Inc.
28 Hammond-Suite C
Irvine, CA 92618

Dear Gary:

It is our intention to forward electronic files of all citations issued by the City of Fort Lauderdale, to vehicles with out-of-state tags, for processing and collection by Enforcement Technology, Inc. (ETEC) including current and delinquent citations on a trial basis for not longer than one year. Based on conversations with Linda French and others, this letter is intended to set out our understanding of how the processes will work between ETEC and the City.

As consideration for ETEC's processing and collection efforts, the City of Fort Lauderdale will pay ETEC 30% of all collections for citations referred to ETEC, including citation fines and late payment penalties imposed on the referred citations, except those collected by Broward County as a result of the appeal process or 'booting' of the vehicle by the City. No other fees or charges related to this collection process or payments to the City will be charged to or paid by the City.

Because the City's ordinances require that we provide due process to our customers, it is understood that ETEC will provide the following according to the timeframes shown below. The timing of these activities is critical to the City because of those due process requirements and it is understood that the Parking Division will not be able to continue referring the out-of-state tag citations to ETEC if ETEC fails to send the Courtesy Notice and Late Notice to our customers or send payment files back to us according to this schedule.

Please note that the City has recently changed the due dates for payments of parking citations. The timeline is now:

- Payment of the base fine is due 20 business days after issue (excludes weekends and holidays)
- The first penalty of \$10.00 is imposed on the evening of the 21st business day after issue.
- The second penalty of \$10.00 is imposed on the evening of the 36th business day after issue.
- There are no further penalties for non-payment or partial payment.

Processes and Timeline

- The City will forward an electronic referral file of all new, unpaid, out-of-state-tag citations entered to AutoProcess on the 3rd day after issue (excluding Georgia, Hawaii, Kansas, and New Hampshire since you are unable to get ownership information from those states).
- The City will also forward an electronic 'refresh' file of all changes made to those citations on a daily basis (including voids, dismissals, payments posted, etc).
- ETEC will request registered owner (R/O) information from the various states, as soon as possible but not later than 5 business days after receipt of the new citation file. It is our understanding that ETEC will post the R/O response file within 24 hours of receipt of the file(s) from each state.

- *ETEC* will print and mail the Courtesy Notice for all unpaid citations no later than 5 business days after the R/O information has been received.
- Because of the interlocal agreement with Broward County regarding their handling of appeals, customers who contact *ETEC* directly for an appeal are to be told they **MUST** call this office to do so within the timeframe stated in the letter. We have a very tight timetable under which the Broward County Clerk of Courts will accept appeals.
- If *ETEC* uses due diligence and requests R/O information timely but the R/O information for a citation is not received prior to the 30th day after the citation issue date, ETI will not be required to mail the Courtesy Notice for that citation.
- *ETEC* will print and mail the Late Notice for all unpaid or partially paid citations on the 36th business day after issuance or as soon thereafter as the R/O information is received. (The Parking Division has sent a copy of the Courtesy Notice and Late Notice to Linda French for mirroring in your system. Please be sure the notices sent to out-of-state customers are the same as those we send to our Florida customers other than the *ETEC* name and address for response)
- *ETEC* will direct that all payments for referred citations are to be mailed by customers to *ETEC* at an address specified by *ETEC*.
- Any payments received by the City directly from customers (or through our lockbox service) for citations referred to *ETEC* will be posted as usual and those payments will be included in the refresh files exported to *ETEC*.
- All payments received will be processed the same day they are received and a payment file and printable detail report will be electronically forwarded to the City no later than the following day (the printed detail report may be faxed if this is easier for you). This process and timing is critical to the City because we post late payment penalties daily and a payment posted more than 24 hours after receipt may cause late penalties to be applied in error. We do not have the manpower to check every payment transaction to make sure penalties are not posted in error or to reverse penalties imposed incorrectly. It is important to the integrity of our data that account balances are accurate and late posting of payments could cause a vehicle to be booted in error, exposing the City to unnecessary liability.
- The payment file from *ETEC* must be in a format that can be directly imported to our AutoProcess system and must be for the gross amount collected (before the *ETEC* collection fee is deducted) so that the full amount of the payment collected is posted to the customer account.
- *ETEC* will deposit each day's gross receipts to the City of Fort Lauderdale Parking Division account at Bank of America. The electronic payment file must match the deposit amount for accounting purposes.
- *ETEC* will invoice the City of Fort Lauderdale Parking Division monthly for the 30% collection fee and the City will issue payment within 10 business days of receipt of an approved invoice.
- On the 90th day after issuance, unpaid citations are referred to a collection agency. For out-of-state owners, the collection agency will be *ETEC* and *ETEC* will follow its standard collection processes and payment will be deposited to the City's account monthly and the electronic payment file forwarded the same day.

Please contact Sherri Adams to work out any system changes that *ETEC* may need to make to our AutoProcess system to allow file exports and imports, etc. It is our understanding that the changes made for this process will be for *ETEC*'s benefit and convenience to facilitate this process and will not be charged to the City.

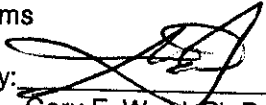
If you are in agreement with this letter of understanding, we will be happy to begin this out-of-state-tag processing as soon as possible and will be happy to work with ETEC to work out the logistics of start up at your earliest convenience. If you have any questions please contact me at (954) 828-3792. The financial details of the process can be worked out with Darlene Pfeiffer (954) 828-3775 and the technical details with Sherri Adams (954) 828-5131.


We look forward to working with you to achieve this mutual goal.

Sincerely,

John F. Hoelzle
Assistant Parking Services Division Manager

C: Doug Gottshall
Darlene Pfeiffer
Leigh Plotts
Sherri Adams

Accepted by:  Date: 7/16/03
Gary E. Ward, Ph.D.
President and CEO

Accepted by:  Date: 8/01/03
City of Fort Lauderdale

D6

ENFORCEMENT TECHNOLOGY, INC.

4129 Avenida De La Plata
Oceanside, CA 92056
(760) 945-9893 • Fax (760) 945-5815



January 15, 2003

City of Fort Lauderdale
Attn: Douglas Gottshall
Administrative Services
290 NE 3rd Ave
Fort Lauderdale, FL 33301

Dear Mr. Douglas Gottshall:

It is rapidly approaching that time of year to renew your maintenance agreement covering your AutoPROCESS Maintenance.

Enclosed is a copy of the AutoPROCESS Software User License Agreement and the AutoPROCESS Maintenance Agreement. The last page (page 4) of the Maintenance Agreement details the cost and coverage for the upcoming year's maintenance for each individual agency.

Please endorse and return one copy of each agreement along with your check and/or Purchase Order to ensure your continued coverage. Please make check payable to **Enforcement Technology, Inc.** and send to:

Enforcement Technology, Inc.
Engineering Division
4129 Avenida De La Plata
Oceanside, CA 92056

If you have any questions concerning the Maintenance Agreement and/or coverage, please contact Susan Kessler at (760) 945-9893. The Board of Directors has approved all documentation pertaining to AutoPROCESS Software User License Agreement. The AutoPROCESS Maintenance Agreement shall be signed and initialed for each revision by the Maintenance Contracts Administrator for the Engineering Director.

Sincerely,

Emily Woodring
Maintenance Contracts Administrator
Approved by Steven D. Borso, Engineering Director

**AutoPROCESS SOFTWARE USER LICENSE AGREEMENT**

Rev A

The AutoPROCESS software installed on the Server and/or PC systems are proprietary products of *Enforcement Technology, Inc., (ETEC)* and protected under United States copyright laws. Therefore you must treat this software product accordingly.

The AutoPROCESS software installed on the Server and/or PC systems may be copied for archival purposes only and may not be used on more central processing units (CPU) concurrently, than the number of purchased licenses, without prior written approval from *ETEC*. These licenses are for the sole use of the purchasing agency and cannot be used by or for any other agency or department without prior written approval by *ETEC*. In no way can this firmware or software be provided to any other unlicensed user.

In the event of loss, misplacement or damage of the original software or archive copies *ETEC* will provide an additional copy upon request, at an appropriate cost for *ETEC* time and materials to produce and deliver such copy.

Any misuse, tampering or attempt to copy the software, or any other reason not specifically authorized by *ETEC*, will violate and void this agreement.

ETEC is not and cannot be responsible for the installation, maintenance or any type of support for the MS WINDOWS Operating Systems, ORACLE Data Base Server software or any other third party software or hardware.

ETEC shall not in any case be liable for special, incidental, consequential, indirect or direct costs, including but not limited to, those incurred as a result of loss of profits or revenue, loss of use of any computer program, loss of data, costs for recreating data, the costs of any substitute programs or for other similar costs.

City or Agency Representative:

Enforcement Technology, Inc.:

Name:



Name: Steven D. Borso

Title:

Title: Engineering Director

Date:

Date:



Rev A

AutoPROCESS MAINTENANCE AGREEMENT

Enforcement Technology, Inc. (ETEC) offers a unique Maintenance Agreement, beyond the one-year warranty period, with every AutoPROCESS System purchased. This agreement is offered as an additional service to our customers to provide the most trouble free, efficient, cost-effective maintenance for AutoPROCESS. Remote access to the AutoPROCESS Server, via modem or the Internet, must be available to Enforcement Technology technical staff in order for the warranty or maintenance agreement to be valid.

This agreement provides the following features.

1. Unlimited telephone customer support. You may call anytime during our normal business hours and speak with one of our technical representatives.
2. **PRIORITY BASIS REPAIRS.** If a problem arises and cannot be resolved using the modem, the nature of the problem will be documented and solutions presented in writing for customer approval within two weeks from the discovery of the error. If our diagnosis of the malfunction of the system indicates the problem is caused by hardware or software not under our warranty or maintenance agreements, such as, but not limited to, the customer hardware which may be running our system, or other hardware or software of the customer's, operating on the same system as our software, the customer will be billed at our current hourly rate for our time, plus materials, for our diagnosis and investigation of the malfunction.
3. **SOFTWARE UPGRADES.** If the customer purchases the system, including purchases of other systems for later expansion, software enhancements provided at Enforcement Technology's discretion, to repair a problem or correct system operation will be provided at no additional cost, as long as the warranty period or annual maintenance period has not expired. Enforcement Technology does not normally institute changes in existing versions of AutoPROCESS to correct problems unless it is the most expedient solution to a problem. Rather we will provide the latest released version of software compatible with the customer's computer and network environment to remedy any problem. It is ETEC's sole discretion as to which version of software will be installed, as long as all functionality of the customers purchased modules is maintained.
4. **EQUIPMENT BY OTHER MANUFACTURERS.** If the customer purchases IBM or other compatible equipment to be used as the AutoPROCESS Server or Client workstations, either through ETEC or elsewhere, then the original manufacturer must provide warranties and maintenance of such equipment.

GW

**AutoPROCESS MAINTENANCE AGREEMENT**

Rev A

5. **EXCLUSIONS.** The original warranty, this maintenance agreement and any other annual maintenance agreement shall become invalid if the product software is or has been abused, misused or altered. Remote access to the AutoPROCESS Server must be available to Enforcement Technology technical staff in order for the warranty or maintenance agreement to be valid. Response under this warranty will be via the modem or the Internet. If the problem cannot be resolved by remote access, the nature of the problem will be documented and solutions presented in writing for customer approval. If our diagnosis of a malfunction of the system indicates the problem is caused by hardware or software not under our warranty or maintenance agreements, such as, but not limited to, the customer hardware which may be running our system or other hardware or software of the customer's operating on the same system as our software, the customer will be billed at our current hourly rate for our time, plus materials, for our diagnosis and investigation of the malfunction. **ETEC is not and cannot be responsible for the installation, maintenance or any type of support for the MS WINDOWS Operating Systems, ORACLE Data Base Server or other third party software or hardware.**

If the Warranty or any Annual Maintenance Agreement on the AutoPROCESS software has expired, an additional checkout fee will be charged before we will offer a new service contract.

6. **NORMAL USAGE.** The customer agrees not to alter the System components in any manner and also agrees to operate them under normal working conditions

This maintenance agreement is the yearly maintenance contract which is being offered to you as a continuation of the original one-year warranty which was included as part of the purchase price. It can be extended each year, or renewed, for a small additional cost, and the execution of a new maintenance agreement each year. The attached schedule shows the coverage period and the cost of this agreement for the coming 12-month period. To avoid repair cost and keep your system under maintenance protection, please include your check for the indicated amount and execute this maintenance agreement by signing and returning a copy with your check.

City or Agency Representative:

Name:

Title:

Date:

Enforcement Technology, Inc.:

Name: Steven D. Borso

Title: Engineering Director

Date:

Enforcement Technology, Inc.
4129 Avenida De La Plata
Oceanside, CA. 92056
Phone (760) 945-9893 Fax (760) 945-5815

INVOICE

Date : 01/16/03
Due Date: 02/15/03

No. : 9915

Page: 1

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City of Fort Lauderdale
Attn: Douglas Gottshall
Administrative Services
290 NE 3rd Ave
Ft Lauderdale FL 33301

Ship To/Remarks

Via	FOB	Terms	Your#	Our#	Rep.
US Mail	Oceanside	0/ 0/ N30	MAINT	9915	
Description	Ordered	Shipped	Unit Price	Extended	
Item Number	Measure	Backordered	Discount %		
AutoPROCESS Software System					
AutoPROCESS Sftwr Maintenance	1.0	1.0	11150.0000	11150.00	

Period Covered By Maintenance Agreement
February 1, 2003 to January 31, 2004

Thank you for choosing the AutoCITE
system.

Sub-Total : 11150.00
Tax : 0.00
Total : 11150.00
:

Net To Pay: 11150.00

Fort Lauderdale
Period to Be Covered By This Maintenance Agreement
From: 02/01/2003 To: 01/31/2004

Page 4 of 4

Articles Covered by Agreement

AutoPROCESS Software	Sub Total	\$11,150.00
	Total	=====
		\$11,150.00

*The annual maintenance fees are the current fees and are good for the term of this agreement (12 months). Maintenance fees are subject to increase without notice and the next renewal of the annual agreement would be adjusted according to the new fees.

ENFORCEMENT TECHNOLOGY, INC.

4129 Avenida De La Plata
Oceanside, CA 92056
(760) 945-9893 • Fax (760) 945-5815



January 13, 2003

City of Fort Lauderdale
Attn: Douglas Gottshall
Administrative Services
290 NE 3rd Ave
Fort Lauderdale, FL 33301

Dear Mr. Douglas Gottshall:

It is rapidly approaching that time of year to renew your maintenance agreement covering your AutoCITE equipment.

Enclosed is a copy of the AutoCITE Software and Firmware User License Agreement and the AutoCITE Maintenance Agreement. The last page (page 4) of the Maintenance Agreement details the cost and coverage for the upcoming year's maintenance for each individual agency.

Please endorse and return one copy of each agreement along with your check and/or Purchase Order to ensure your continued coverage. Please make check payable to **Enforcement Technology, Inc.** and send to:

Enforcement Technology, Inc.
Engineering Division
4129 Avenida De La Plata
Oceanside, CA 92056

If you have any questions concerning the Maintenance Agreement and/or coverage, please contact Susan Kessler at (760) 945-9893. The Board of Directors has approved all documentation pertaining to AutoCITE Software and Firmware User License Agreement. The AutoCITE Maintenance Agreement shall be signed and initialed for each revision by the Maintenance Contracts Administrator for the Engineering Director.

Sincerely,

Emily Woodring
Maintenance Contracts Administrator
Approved by Steven D. Borso, Engineering Director

ENFORCEMENT TECHNOLOGY, INC.

4129 Avenida De La Plata
Oceanside, CA 92056
(760) 945-9893 • Fax (760) 945-5815



Page 1 of 1

AutoCITE SOFTWARE AND FIRMWARE USER LICENSE AGREEMENT

The firmware provided with the AutoCITE hand-held computers and the AutoCITE Host software installed in the PC compatible computer are both proprietary products of Enforcement Technology Inc., and protected under United States copyright laws. Therefore, you must treat these software products accordingly.

The firmware contained within the AutoCITE computer is not to be copied or reproduced in any form for any reason. The software provided for installation on your PC compatible computer (AutoCITE Host) may be copied for archival purposes only and may not be used on more central processing units (CPU) concurrently, than the number or purchased licenses, without prior written approval from ETEC. These Licenses are for the sole use of the purchasing agency and cannot be used by or for any other agency or department without prior written approval by ETEC. In no way can this firmware or software be provided to any other unlicensed user.

In the event of loss, misplacement, or damage of the original software or archive copies, Enforcement Technology, Inc. will provide an additional copy upon request for an appropriate price.

Any misuse, tampering, or attempts to open the AutoCITE hand-held computer, for the purpose of copying the firmware, or any other reason not specifically authorized by Enforcement Technology, will violate and void this agreement.

ETEC is not and cannot be responsible for the installation, maintenance or any type of support for the MS WINDOWS Operating Systems, ORACLE Data Base Server software or any other third party software or hardware.

Enforcement Technology, Inc. shall not in any case be liable for special, incidental, consequential, indirect or direct costs, including but not limited to, those incurred as a result of loss of profits or revenue, loss of use of any computer program, loss of data, costs for recreating data, the costs of any substitute programs or for other similar costs.

City or Agency Representative:



Name:

Title:

Date:

Agency:

5/7/03

Enforcement Technology, Inc.:



for

Name: Steven D. Borso

Title: Engineering Director

Date:

ENFORCEMENT TECHNOLOGY, INC.

4129 Avenida De La Plata
Oceanside, CA 92056
(760) 945-9893 • Fax (760) 945-5815



Page 1 of 4

AutoCITE ANNUAL MAINTENANCE AGREEMENT

Enforcement Technology, Inc. (ETEC) offers a unique Maintenance Agreement, beyond the one-year warranty period, with every AutoCITE hand-held computer and **AutoIssue** Host System purchased. This agreement is offered as an additional service to our customers to provide the most trouble-free, efficient, cost-effective maintenance for the AutoCITE equipment. This agreement provides the following features:

1. GUARANTEED REPLACEMENT COMPUTERS

Guaranteed replacement computers, upon request, within three working days, are provided at no cost while any repair work is being completed at Enforcement Technology, Inc. on any ETEC-manufactured unit requiring repair. Whenever a hand-held computer requires repair, it is the responsibility of the customer to do two things: 1) you must place a call to the engineering service center to get verbal consultation on the problem. 2) If it is deemed necessary to send the unit to ETEC for repair, a Return Material Authorization (RMA) number must be issued by the Enforcement Technology Engineering Service Center. *Failure to obtain an RMA number will hinder the turnaround time of the repaired unit.* Then the unit should be shipped from the customer to:

**Enforcement Technology, Inc.
4129 Avenida De La Plata
Oceanside, CA 92056
(760) 945-9893**

That unit should be sent **SECOND DAY AIR**, referencing the RMA number on the outside of the shipping carton. A loaner unit will be sent by the same method to the customer upon request. Return of the loaner units *must* also be made via **SECOND DAY AIR**. The customer is responsible for all shipments, including those costs from their facility to the Engineering Service Center.

2. PRIORITY BASIS REPAIRS

Insures a priority basis for any repair work required. Enforcement Technology will repair (or replace it at our discretion) any unit and return it within two weeks from the time it was received.

GW



3. SOFTWARE UPGRADES

If the customer purchases the system, including purchases of other systems for later expansion, software enhancements provided at Enforcement Technology's discretion, to repair a problem or correct system operation will be provided at no additional cost, as long as the warranty period or annual maintenance period has not expired. Enforcement Technology does not normally institute changes in existing versions of AutoISSUE and AutoCITE to correct problems unless it is the most expedient solution to a problem. Rather, we will provide the latest released version of software compatible with the customer's computer and network environment to remedy any problem. It is ETEC's sole discretion as to which version of software will be installed, as long as all functionality of the customers purchased modules is maintained.

4. EQUIPMENT BY OTHER MANUFACTURERS

If the customer purchases IBM or other compatible equipment to be used as the AutoISSUE Host Computer, through ETEC, or elsewhere, then warranties and maintenance of such equipment must be provided by the original manufacturer. If the AutoISSUE Host Computer System is purchased or leased through ETEC, the warranty and maintenance of the host computer will be provided by the original equipment manufacturer, *not by ETEC*. ETEC will provide consultation and recommendations on corrective actions, which may be necessary.

5. EXCLUSIONS

The original warranty, this maintenance agreement, and any other annual maintenance agreement shall become invalid if the product hardware or software is or has been abused, misused or altered. Remote access to the AutoISSUE PC, via a modem or the internet, must be available to Enforcement Technology technical staff in order for the warranty and maintenance agreements to be valid. First response under this agreement will be via the modem. If the problem cannot be resolved by telephone or returning the failed component for repair, and our diagnosis of a malfunction of the system indicates the problem is caused by hardware or software not under our warranty or maintenance agreements, such as, but not limited to, the customer hardware which may be running our system or other hardware or software of the customer operating on the same system as our hardware and software, the customer will be billed at our current hourly rate for our time, plus travel expenses and materials for our diagnosis and investigation of the malfunction. Paper products used in the AutoCITE, which were not provided through ETEC are not supported either under warranty or under this agreement. Paper defects or disruption of normal use due to such defects or problems will not be the responsibility of ETEC. Use of paper products not supplied by ETEC, or not adhering to our paper specifications may invalidate this agreement.

GW

ENFORCEMENT TECHNOLOGY, INC.

4129 Avenida De La Plata
Oceanside, CA 92056
(760) 945-9893 • Fax (760) 945-5815



Page 3 of 4

If the Warranty or any Annual Maintenance Agreement on any hardware or software has expired, an additional checkout fee will be charged before approval and issue of a new service contract.

ETEC is not and cannot be responsible for the installation, maintenance or any type of support for the MS WINDOWS Operating Systems, ORACLE Data Base Server software or any other third party software or hardware.

6. NORMAL USAGE

The customer agrees not to alter the System components in any manner and agrees to operate them under normal working conditions. If any components should be damaged, while in the possession of the customer by other than normal usage, the repair will be a maximum of \$1,995.00 (for major damage) per unit damaged. If any hardware component should be lost, stolen, or damaged beyond repair, the total replacement cost shall be the original purchase price of the equipment (Example: AutoCITE Model 2D01 = \$2,800).

This agreement provides several benefits to our customers. It guarantees a timely repair of any unit requiring it and, most importantly, insures that our customers will always have a full compliment of available hand-held computers. We believe our units are the most advanced reliable units available and we want to guaranty that our customers are never short units, which they purchased from us because of maintenance or repair.

This maintenance agreement is the yearly maintenance contract which is being offered to you as a continuation of the original one-year warranty that was included as part of the purchase price. It can be extended each year, or renewed, for a small additional cost, and the execution of a new maintenance agreement each year. The attached schedule shows the coverage period and the cost of this agreement for the coming 12-month period. To avoid repair cost and keep your system under maintenance protection, please include your check for the indicated amount and execute this maintenance agreement by signing and returning a copy with your check.

City or Agency Representative:

Name:

Title:

Date:

Agency:

5/7/03

Enforcement Technology, Inc.:

for

Name: Steve D. Borso

Title: Engineering Director

Date:



CITY OF
FORT LAUDERDALE

Venice of America

March 22, 2002

Mr. Gary Ward
Enforcement Technology, Inc.
28 Hammond - Suite C
Irvine, CA 92618

Dear Gary,

This letter is to officially notify you as to the City of Fort Lauderdale's Parking Division and implementation team's position regarding the Auto Process/Auto Issue software packages purchased from your company. As we previously discussed there are outstanding issues regarding certain modules and the functionality of the system that were represented to perform a basic way in your response to our Request for Proposal (RFP) which do not perform as promised.

We take exception when we are told by an employee of your organization "I can only tell you how the system functions I cannot respond to what is in the RFP since I did not see the RFP" or when comments on the open status report say "closed we cannot do this" regarding an item that you specifically stated in your RFP numerous times was possible and used as a major selling point for your system.

Further, we also take exception to statements to the effect that "we sold you a parking system not an accounting system". The RFP clearly stated that the system must be able to account for transactions according to generally accepted accounting principals. All funds received into Auto Process must be capable of being passed to the appropriate accounts in external systems and reflected in the native Auto Process reports. We would like to remind you that during purchase negotiations your hesitation to purchase a performance bond was discussed. The City waived the performance bond requirement with the understanding that the system would be paid in full at the time that the City officially accepted it. We are not prepared at this time to officially accept the system based on the specific issues that need to be resolved. These issues are as follows:

1. All transactions must be included on the Revenue Sharing report including late fees, administration fees, etc.
2. Sales tax must be separately stated and printed as a separate item on the cashier receipts as required by state law.
3. We must be able to sell bulk permits in cashiering.
4. D.M.V. information must populate all outstanding citations issued to an individual tag.
5. We need a database schema of the system.
6. Auto Issue devices need to be able to enter not only a tag number but a V.I.N. number as they did prior to the new install.

DEPARTMENT OF ADMINISTRATIVE SERVICES
PARKING AND CENTRAL SERVICES DIVISION
290 N.E. 3RD AVENUE, FORT LAUDERDALE, FLORIDA 33301
TELEPHONE (954) 828-3700, FAX (954) 828-3734



March 25, 2002

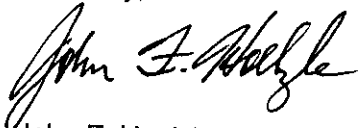
7. We need an efficient process for waiving fine amounts and adjusting late fee amounts.
8. We need a printed user manual of the complete system as promised at your verbal presentation to the City and recorded on tape.
9. Skeletal ticket matching to payments must work better than it does.
10. Certified letters must match ownership by tag number and we need to be able to enter into the system the date the certified letter was received by the customer.
11. We need the ability to log into the system by each account when a certified letter has been returned signed.
12. We must have the ability to fast add AC citations.
13. We must have the ability to toggle between screens and or open/minimize multiple sessions of the Auto Process system, or at the least be able to inquire into an account while in payment batch entry or payment entry in the cashiering module.
14. We need the ability to add late fees to skeletal citations at the time of payment.

We realize that you are asking for additional purchase order commitments on outstanding issues. However, our policy does not allow us to issue any additional purchase orders until we have accepted the base system and are satisfied that the system is functioning as you assured us it would during the demonstrations and discussions while in the evaluation process.

In regards to item number 13 we would like to reference pages 31,32, 34, 59 of your RFP response where you stated that the Auto Process system's multi-tasking programs could be minimized and run in the background while the user works on other tasks in the program.

Also, there were thirteen items purchased as customizations on our purchase order PP01002174, dated 09/07/01, that must be accepted by us as well before any additional purchase orders will be approved.

Sincerely,



John F. Hoelzle
Assistance Parking & Central Services Manager

C: Implementation Team Members
Linda Wilson, Purchasing



CITY OF
FORT LAUDERDALE
Venice of America

Procurement & Materials Management Division

(954) 828-5933

December 19, 2001

Gary E. Ward, Ph.D., President and CEO
Enforcement Technology, Inc.
28 Hammond – Suite C
Irvine, CA 92618

SUBJECT: ETI COLLECTION PROPOSAL, DATED MARCH 15,2001

Dear Mr. Ward:

We want to thank you for maintaining your proposal offer for "out-of-state" and "in-state" collection services as a part of the optional contract services for our Automated Parking Administration System (Contract #502-8315).

It has taken several months to get to this point, but we are happy to advise you the City will accept your proposal for providing all in-state and out-of-state registered owner (R/O) information at no cost to the City and also provide out-of-state collections, subject as above, based on the collection percentage stated. We also accept ETI's offer for additional services for follow-up secondary "in-state" collections, once our own procedures have been completed, at the same collection percentage. We understand that this service will be interfaced with our parking system and will include your providing us with the R/O processing interface from the State of Florida also at "no charge" to the City.

All accounts that are turned over to ETI for these services would require full remittance of all collected funds to the City of Fort Lauderdale, Treasury Department. Upon receipt and reconciliation by our Treasurer, a check for payment due would be made to ETI. Our current Purchasing Ordinance allows us to proceed for a period of one-year for these services as a "trial period" in order to determine the following: total dollar volume of these collections; total revenue to the City; anticipated annual cost to ETI for these services. Following this period, we may have to take the request for continued additional contract service to our City Commission for approval, based on the annual dollars.

We would like to begin these services effective January 22, 2002, when our new ETECH software program is scheduled to go live if that is agreeable with ETI. Please advise your acceptance of our intent and acknowledge the start date for the services, at your earliest convenience.



CITY OF
FORT LAUDERDALE
Venice of America

Procurement & Materials Management Division

(954) 828-5933

Please make direct contact and arrangements for actual implementation with John Hoelzle, Assistant Parking & Central Services Manager.

Thank you for your assistance in this matter, and we look forward to a successful implementation of this program.

Sincerely,


Linda R. Wilson, C.P.M., CPPB
Procurement Specialist II

Cc: John Hoelzle-Parking Services
Contract File #502-8315
Clyde "Boe" Cole, Treasurer

TO KB 11/20/01

Parking Services Division

Memorandum No. PKG 01- 101

DATE: November 14, 2001
TO: Linda Wilson, Purchasing
FROM: John F. Hoelzle, Assistant Parking & Central Services Division Mgt. 
SUBJECT: Adding Out-of-State Collections to Enforcement Technology, Inc. P.O.

When the Enforcement Technology, Inc. (ETEC) software package was purchased, an added feature that the City was definitely interested in was its ability to identify for us in-state and out-of-state registered owners who receive City of Fort Lauderdale parking citations. Without registered owner information we are unable to process letters, charge fines and ultimately, if necessary send the tickets to a collection agency.

ETEC submitted the attached proposal for our consideration and the evaluation committee, consisting of representatives from Finance, Information Technology, Purchasing and Parking, wants to consider it because we are presently having great difficulty obtaining this information and as a result are currently leaving too much uncollected parking revenue on the table. Below is a summary of ETEC's proposal and our reason for wanting to add this service at no charge to the City.

BACKGROUND

Handling of Out-of-State Parking Citations

During fiscal year 2000 – 2001, the Parking Division wrote 9,751 parking citations totaling \$ 284,532.50 (including late fees) on out-of-state vehicles. In many of these cases we had no mechanism in place to determine the registered owner of these out-of-state vehicles. As a result, 4,727 out-of-state parking citations totaling \$181,458.88 (including late fees) went unpaid.

Handling of In-State Parking Citations

Currently, if the registered owner information is known for all Florida in-state uncollectable citations they are forwarded to the Penn Credit collection agency. If the registered owner is not known, the process required in order to get the registered owner information on all Florida tags was very cumbersome and time consuming. Information Technology was getting a tape from the State of Florida "Department of Motor Vehicles" with all the registered owners of vehicles in 7 surrounding counties (limited to 7 surrounding counties to keep the size of the records transmitted to a manageable number). They received this tape about every quarter and it contained about 7 million records. Then it took a full week of computer crunching just to load the

file onto the City's main frame system. Finally, this information was interfaced with our parking system to get the registered owner information that was required to send notices, impose fines, and ultimately send the un-collectables to the collection agency. At the present time, even this system no longer works because the Department of Motor Vehicles has upgraded their software and the City's interface program is no longer compatible and as a result we cannot read their records. Therefore, we have been unable to obtain this information for months. The understanding is that our new Parking software system would resolve this problem.

PROPOSAL

New Process for In-State & Out-of-State Parking Citations

Now that the City has a new software package from Enforcement Technology, Inc. ready for installation, we also have the opportunity to obtain registered owner information for the *entire* state of Florida as an added service "**at no charge**" to the City, as long as ETEC can also provide us with collections follow-up processing for all delinquent tickets issued to out-of-state registered owners (which we are currently unable to pursue). For this out-of-state processing the City will only be charged a rate of 35% of the revenue collected, if ETEC is successful in their collection efforts, and the City will incur no additional charges. This capability is already built into their system and requires no new or additional programming. As our "agent" ETEC is already registered with the State to send and receive this information from the Department of Motor Vehicles. They are also linked to all other 49 states and Canada to obtain the out-of-state registered owner information too.

With this added service we will also be able to turn over all out-of-state parking citations and late fees to ETEC for their attempt at collection. This new out-of-state collection process was discussed with the City's Treasurer and he is in agreement. The typical cost for similar companies to process out-of-state registered owner information and do the collections generally averages 40% to 50% of the amount collected. Also, whatever software they use would not be compatible with the ETEC system. As a result, ETEC would have to do custom programming to write an interface with their system to provide this import/export capability and be able to integrate that data into our new ETEC parking software system at a cost of at least \$150 per hour. This additional custom programming and need for integration would make them non-competitive with the ETEC system we already have purchased.

Based on ETEC's extensive collections experience with various organizations over the past 5 to 10 years such as Martin County Parking Authority, Los Angeles County Municipal Courts (24 districts), the City of San Diego, the University of Southern California, and the University of Maryland, they expect to obtain a 75% or better hit rate (valid vehicle registration information) from around the country. From that information they expect as high as a 35%, or better, collection rate. An important aspect of attaining this collection rate is the celerity and consistency of the interface

between our system and theirs. Once again, we do not pay anything unless they are able to collect the unpaid citation fees and late fees.

Some of their most successful client collections are noted below:

<u>Client</u>	<u>DMV Hit Rate</u>	<u>Collections Rate</u>
Monterey Park	52%	82%
Pacific Grove	65%	84%
Walnut Creek	86%	91%
Stockton	84%	84%
Monterey	93%	87%

Secondary Processing After Penn Credit

Once the Florida in-state registered owner information is provided from ETEC the Parking Division will pursue the appropriate parking citation collections, including all late fees. If we are unsuccessful, we will continue to turn them over for collection to our existing collection agency (Penn Credit) until their contract expires and the City considers all other options.

In addition, if after 6 months Penn Credit is unable to collect the parking citation fees, including all late fees, from the in state registered owners, ETEC will offer follow-up processing for the delinquent tickets issued to Florida plates as a **secondary** provider at the same 35% collection fee. The City Treasurer has been looking for a company to take on this secondary provider role and to date has not been successful.

Recommendation

All ETEC needs to add this service for the City of Fort Lauderdale and provide the City with the in-state and out-of-state registered owners of vehicles receiving parking citations, when required, as well as perform the out-of-state collections and secondary in-state collections, when required, is a letter of understanding between the City of Fort Lauderdale and ETEC stating our desire to add this function to the parking system application. The evaluation committee believes this would result in more parking revenue for the City and should be implemented with the new ETEC system.

Please review this proposal and advise ETEC to proceed to provide this added service once the new parking software system is implemented.

Attachment

ENFORCEMENT TECHNOLOGY, INC.

28 Hammond - Suite C
Irvine, California 92618
(949) 707-ETEC FAX (949) 707-3826



Ms. Linda Wilson, CPM, CPPB
City of Fort Lauderdale
Purchasing Division
City Hall - Room 619.
100 North Andrews Avenue
Fort Lauderdale, FL 33301

**DUPLICATE
RECEIVED**

March 15, 2001

MAR 19 2001

**CITY OF FT. LAUDERDALE
PARKING SERVICES**

Dear Ms. Wilson:


As a follow-up to our meeting with the parking staff, attached please find our proposal to the City for **ETEC** to provide registered owner information for your new parking system for the State of Florida, as well as follow-up collections for citations issued to vehicles for the other 49 states and Canada.

In our discussions with your parking and technical staff we have come to understand just how difficult securing registered owner (R/Os) information from the State of Florida has been for the City through your current method. Your parking staff tells us the process is very cumbersome and untimely. They get a tape from the State of Florida with all the registered owners of vehicles in 5 surrounding counties. They receive this tape about every quarter and it contains about 7 million records. They also tell us it takes a full week of computer crunching just to load the file onto your main frame system. Then of course they must interface with your parking systems.

We recommend that with the new **AutoPROCESS System** we are installing for your department that we will provide the R/O processing interface from the State of Florida for you as a service. In our conversations with the State we have been told that as your "agent" we can send and receive R/O requests and responses on your behalf. **ETEC** is prepared to provide the City with this service "**at no charge**", as long as we can also provide you with collections follow-up processing for all of your delinquent tickets issued to out-of-state registered owners. For the out-of-state processing you will only be charged if we are successful in our collections efforts (35% of the revenue collected). We also would like to offer follow-up processing for all of your delinquent tickets issues issued to Florida plates once your own procedures have run their course.

Please call if you have questions.

Sincerely,


Gary E. Ward, Ph.D.
President and CEO

ENFORCEMENT TECHNOLOGY, INC.

City of Fort Lauderdale
Attn: Linda Wilson

OUT-OF-STATE AND DELINQUENT FOLLOW-UP PROCESSING PROPOSAL

March 15, 2001

Enforcement Technology, Inc. (ETEC) is pleased to provide your Agency with this quotation for **Out-of-State (OOS) and DELINQUENT Follow-Up Processing**. Even though we may have also provided your Agency with purchase, lease/purchase and per cite options it is our understanding your Agency is also interested in citation processing and collections through one of our Regional Service Centers for citations issued to out-of-state registered vehicles. Our **Service Center Price Schedule** has been provided on the following page for your reference. Below we have summarized our quote for the service center option based on our understanding of the Agency specifications and your issuance of **150,000** (estimate only) parking citations per year for a five (5) year agreement.

Even though we have provided additional information regarding our complete service bureau operation, our understanding is you are only interested in **Registered Owner Information for the State of Florida and Out-of-State and Delinquent Parking Citation Processing and Collections**. Below we provide you with prices for these two areas of service:

1. OOS DELINQUENT CITATION COLLECTION FOLLOW-UP:

35% of follow up revenue collected

This service includes out-of-state and delinquent registered owner search, sending of notices, postage, collection of the payments and management reports. The City pays this percentage only if the citation is paid and no other charges.

2. ACQUISITION of VEHICLE REGISTRATION INFORMATION for the STATE of FLORIDA:

NO CHARGE

As part of this total service package **ETEC**, as the City's agent, will provide the processing interface connection to the State of Florida to secure registered owner information for citations issued to Florida registered vehicles. This level of service will continue at **NO CHARGE** as long as ETEC continues to provide services described under number one above.

**USA SERVICE CENTER SCHEDULE
FOR PARKING CITATION PROCESSING SERVICES**
(for future reference and further discussion)
January 1, 2001

SERVICE BUREAU OPERATIONS *

		Cost per Citation Issued	
		<u>Cost/Level</u>	<u>Totals</u>
Level 1:	Base Processing System with Electronic Data Entry, Payment Processing, Inquiry & Standard MIS Reports	\$.50	\$.50
Level 2:	Home-State DMV Interface for R/O Inquires and Registration Hold Placements and Releases	\$.25	\$.75
Level 3:	1st Notice Generation & Mailing Services (postage additional)	\$.25	\$1.00
Level 4:	Lockbox Cash Management Services	\$.25	\$1.25
Level 5:	Telephone/Correspondence Customer Services	\$.25	\$1.50
Level 6:	Court Hearings, Appeals and Scheduling Support Services	\$.25	\$1.75 (1-6)

ADDITIONAL SERVICE OPTIONS:

AutoCITE Handheld Computer: (equipment rental)	\$150/AutoCITE/month (Series D) \$200/AutoCITE/month (Series FT) \$250/AutoCITE/month (Series FTM)
MANUAL DATA ENTRY FEE:	\$.25 for each citation data entered
2ND, LESSEE, RENTER, 2ND OWNER and/or any other notices or letters	\$.25 per notice or letter (postage additional)
HAND PROCESSING FEE: (Ex. citizen mailings of Court/Hearing results)	\$.25 additional for each notice or letter that requires clerical hand processing
OUT-OF-STATE, DELINQUENT and/or SPECIAL COLLECTION FOLLOW-UP	40% of follow-up revenue or \$5.00 per follow-up
NSF CHECK PROCESSING: (charged to the violator. If collected the agency receives the original penalty)	\$20.00 per check
INTERNET WORKSTATION ACCESS:	\$100.00/month
DEDICATED WORKSTATION ACCESS:	\$150.00/month
POS CASHIERING SYSTEM: (Agency pays data line costs)	\$200.00/month

LOCAL OFFICE with WALK-IN SERVICE	Per Citation Issued
100,000 - 199,999	= \$.25
200,000 - 399,999	= \$.20
400,000 or more	= \$.15

*** A MINIMUM PROCESSING FEE OF \$6,000/YEAR CHARGED ON ALL ACCOUNTS**

Background

In over 15 years of providing parking citation management services to cities, counties and universities we have always provided, as a basic part of our processing and collection contracts, follow-up on delinquent citations and citations issued to Out-of-State registered vehicles. Based on this extensive experience, our efficient and effective approach to this process, and some statistical research done over the years we expect to obtain **75%, or better hit rate** (valid vehicle registration information), from around the country. From that information we can expect as high as a **35%, or better, collection rate**. An extremely important aspect of attaining this collection rate is the celerity and consistency of the interface between your system and ours. We have on-line access for vehicle registered owner information to **all 50 of the State DMVs across the country, as well as Canadian Provinces**.

Over a 5 year period of processing for the **Marin County Parking Authority** we had hit rates of as high as 90.9% and collection rates as high as 57.6%. Average hit rates were 74.2% and average collection rates were 29.2% for all issuing agencies (15) in the Authority.

During the 6 year period of processing for the **Los Angeles County Municipal Courts** (24 districts) we had hit rates of as high as 82.0% and collection rates as high as 38.3%. Average hit rates were 69.1% and average collection rates were 21.2% for all issuing agencies (150+) in all Districts.

The **City of San Diego** is not only one of our largest **AutoCITE** clients (66) we also processed all of their Out-of-State citations. They issue over 500,000 parking citations annually of which about 10% are issued to Out-of-State registered vehicles. In February of 1991 we expanded our contract to provide them with follow-up collection for these Out-of-State registered violators. This project included taking a beginning backlog of approximately 60,000 citations going back as far as two years. The second phase was to begin a monthly on-going process as soon as the citations were 30 days delinquent. In a little over one year we collected **\$600,000.00 for the City of San Diego**. We processed an average of 3,000 delinquent Out-of-State parking citations each month for an average of over **\$30,000.00 per month**.

In another collections project for the **University of Southern California ETEC** experienced very similar positive results. We took a delinquent citation data base from the University that was over two years old, and in just six months **collected over \$50,000**. Thus far we have a hit rate of 84% and collection rate of 31%.

As part of a larger research project some preliminary analyses of registered owner information was conducted for the **City of Berkeley**. A random sample of 695 Out-of-State license numbers was generated from the City computer so as to obtain an equal representative sample from all states. The sample included City issued citations

and citations issued by the **University of California**. These license numbers were processed through our system using the same methodology we use currently. Within 8 days we prepared our report back to the City. In that time we had already received a hit rate averaging 74.8% across all states. This included some states in which we received 100% and some with 0% which had not come back as of the report. We were not successful in convincing the City to send notices to these registered owners so we do not have a collection rate for this population of offenders.

We have been providing registered owner information for **University of Maryland** at College Park for over 5 years. The University receives the data on a download through their **INTERNET** site and prepares their own notices and collects their payments.

Our business philosophy has always been to provide our clients with the best possible solution meeting all of their specific needs. Based on our understanding of your needs we have provided these options of our systems and services capabilities which will be very cost effective in your revenue enhancement efforts.

This project will be managed and operated from our **Los Angeles Regional Service Center**. Ms. Linda French, our Operations Vice President, will be the project manager and contact person. We thank you in advance for your time and consideration of our systems, products and service bureau operations.

Collection Agency Follow-Up

ETEC works very closely with our collection agency partner **Professional Account Management, Inc. (PAM)**. They have offices all across the country and their corporate offices in Milwaukee, Wisconsin. PAM has many years of collections experience in both the public and private sectors. They provide collections for traffic tickets and parking citations all across the USA and Canada. In our joint partnership with PAM in the **City of Milwaukee** we collected **\$1,604,537** in the first six months just on parking citations. This amount comes from our follow-up collection efforts on citations which have already gone through the normal City procedures (notices and DMV holds) for the first eighty (80) days. About half of the amount collected in this first six month period comes from Legacy delinquent citations which were still outstanding and uncollected by the previous vendor for the City, Lockheed IMS.

As previously stated **ETEC** provides the normal parking citation processing of DMV interface (in-state and out-of-state), to obtain registered owner information, and then sends the appropriate notices specified by each of our client agencies. PAM then provides all of the collection follow-up activities such as **telephone calls, skip tracing,**

small claims filings, Tax and Lottery intercepts where authorized, **wage garnishments** and other methods allowed by individual states, and specified and approved by each individual client.

PAM has been conducting business as a collection agency for 12 years and is incorporated in the State of Michigan. PAM handles all types of collection accounts. They collect commercial, retail, student loan, medical and government accounts. Our primary specialty is government collections, making up roughly 75% of our annual placements. PAM is a member of the American Collectors Association and is a member of the Government Services Program. We also maintain membership in the Wisconsin Collectors Association, The American Management Association and the Metropolitan Milwaukee Association of Commerce.

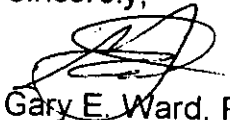
PAM also handles many government accounts which include: All taxes, DNR fines, all state and municipal fines and forfeitures, parking citations, traffic citations, ambulance, fire departments and county hospitals. The total amount dollar amount of **ACTIVE ACCOUNTS** assigned to PAM by all current clients is approximately 75,000,000. They have provided collection services for the Milwaukee Department of Public Works for over 1 year, the Milwaukee Municipal Court for 8 years and the Racine County Circuit Court for 3 years.

Processing Flow and Procedures

Every customer is somewhat unique with their own individual processing and adjudication needs. Our staff will discuss these needs with your staff to determine the methodology to be used in servicing your account.

We look forward to the opportunity to provide these services to your agency.

Sincerely,



Gary E. Ward, Ph.D.
President and CEO

ENFORCEMENT TECHNOLOGY, INC.

AutoCITE Systems RFP #502-8315 Questions

City of Fort Lauderdale

August 17, 2000

I. Global Questions

1. We use formulas and tables depending on the function. Separate fields are provided for each item (i.e. fine, surcharge)
2. The frame number of the digital photo would be entered into the frame number field on the **AutoCITE** by the operator. The frame number would then be in the data base for cross reference to the digital photo system data base.
3. There are some items in the Compliance Matrix where we have indicated we would be required to make some modifications. General descriptions used in RFPs are most often perceived and interpreted differently by each person who reads them. For that reason it is our standard practice, if we are selected, to have in-depth discussions with your systems and operations staff the end result of which will be a "Technical Design Document" signed by both parties. That document will be the specification for the systems we will deliver and install at your Agency. If customization is required beyond our price quote we will provide a fixed price to complete the customization. Without these discussions and the development of the design document we cannot know exactly what you expect to receive nor can we price it.
4. Just as we have stated above about the Matrix, General descriptions used in RFPs are most often perceived and interpreted differently by each person who reads them. For that reason it is our standard practice, if we are selected, to have in-depth discussions with your systems and operations staff the end result of which will be a "Technical Design Document" signed by both parties. That document will be the specification for the systems we will deliver and install at your Agency. If customization is required beyond our price quote we will provide a fixed price to complete the customization. Without these discussions and the development of the design document we cannot know exactly what you expect to receive nor can we price it.

5. a) Yes
 b) Yes
6. NA
7. Yes **AutoPROCESS** uses laser scanners at the workstations and the **AutoCITE** can have a laser scanner attached.
8. Yes, this was provided, with separate pricing.
9. Specific prices were provided for training and travel.
10. A "live" demonstration can be provided by accessing a production client but the access would of course be restricted to inquiry only. Permission must be obtained by your Agency direct from one of our clients and we will assist in this regard.

II. **ETEC** Specific Questions

1.
 - a. We can interface with your in-house cash management in two ways and they are described in the Additional Information at the end of our proposal in a document called:

 AutoPROCESS Interactive Payments API Description, and
 Cashiering capabilities for items unrelated to **AutoPROCESS**
 - b. We have priced all of the systems and subsystems we believe were asked for in the RFP. Other custom items, which we discussed in the proposal, in the compliance matrix, and in the exceptions section, cannot be priced until we know EXACTLY what you want. General descriptions used in RFPs are most often perceived and interpreted differently by each person who reads them. For that reason it is our standard practice, if we are selected, to have in-depth discussions with your systems and operations staff the end result of which will be a "Technical Design Document" signed by both parties. That document will be the specification for the systems we will deliver and install at your Agency. If customization is required beyond our price quote we will provide a fixed price to complete the customization. Without these discussions and the development of the design document we cannot know exactly what you expect to receive nor can we price it.

- c. Our current version of **AutoPROCESS** has NSF activity and history across accounts such as citations and permits. Yes there is a screen indicator to alert when NSF fees are associated to an account. We were not in production with this function when we answered the RFP.
- d. The FTM has a magnetic stripe reader for the driver's license when issuing a moving violation in our traffic ticket systems. It could be used for a credit card in some cases.
- e. We must know EXACTLY what hardware and software will be used, how many citations will be issued each year and know how long the contract will be for us to calculate an EXACT price per citation for the rental option.

ENFORCEMENT TECHNOLOGY, INC.

28 Hammond - Suite C
Irvine, California 92618
(949) 707-ETEC FAX (949) 707-3826

RECEIVED
PURCHASING DIV.
200 SEP 11 AM 9:06



September 4, 2000

Ms. Linda Wilson, CPM, CPPB
City of Fort Lauderdale
Purchasing Division
City Hall - Room 619
100 North Andrews Avenue
Fort Lauderdale, FL 33301

Dear Ms. Wilson:

Enclosed you will find our revised price options for your review. We have listed three options: 1) trading for the **AutoCITE** Series FT with **AutoPROCESS**; 2) trading for the **AutoCITE** Series D (2MB) with **AutoPROCESS**; or 3) keeping the current **AutoCITE** Series D (1MB) units and only buying **AutoPROCESS**. We also include a capacity analysis for the **AutoCITEs** based on discussions with your parking enforcement staff and our engineering staff.

Regarding the one outstanding issue from the RFP (item 2.C-1 on page 46) as stated and demonstrated in our presentation either of the **AutoCITE** units can print a barcode on the ticket. We can connect a barcode laser scanner to the **AutoCITEs** but we would need to know which type and exactly how you want it to function to actually quote a firm price. Laser scanners range for about \$800.00 to \$2,000.00 each depending on the type and purpose. Our hourly rate for development is \$150. We would work with your staff to develop a technical design document for the project which would also include a not-to-exceed price based on the hours involved. Our best estimate at this time, based on past projects, would be between \$15,000.00 and \$20,000.00, plus the price of the scanners. We feel we must advise you that the cost benefit ratios for similar past projects did not warrant continuation by those clients. The parking ticket environment does not lend itself to the efficient and effective use of laser barcode scanners.

Please let me know if I can answer any questions.

Sincerely,

Gary E. Ward, Ph.D.
President and CEO

A. Revised AutoISSUE Purchase Option (Government and Volume Discounts)

ITEM or SERVICE	QUANTITY	UNIT PRICE	TOTAL PRICE
1. AutoCITE Series FT Handheld Computer	17	4,200	71,400
(Series D)	17	2,800	47,600
2. Charger/Multiplexer Model 4M	2	700	1,400
Charger/Multiplexer Model 4S including RJ12 cords (20 ports)	3	1,500	1,500
3. AutoISSUE PC Host System with:			
Parking Citation Issuance	1	2,000	2,000
Barcode Printing (1D)	1	2,000	2,000
Time Limit Marking	1	NC	NC
Warnings Tracking	1	NC	NC
Empty Space (Lot/Street) Inventory	1	NC	NC
Broken Meter Reporting	1	NC	NC
Network Server Version (up to 3 users)	1	1,000	1,000
Windows 95, 98 and NT Stand-Alone or Client Versions (ACW). Base Citation Issuance Reporting Package included. For Network Server Versions add \$1,000. A 56K bps modem is included for support. ORACLE Data Base Software and either NT or Novell must be provided by the Agency.			
4. AutoISSUE PC Host Computer System:	1	to be Supplied by the Agency	
PENTIUM II (300 MHz) CPU			
64 MB* Main Memory, 1 SVGA Color Monitor			
1 - 1.44 MB 3.5" Floppy Disk Drive			
1 - CD ROM Drive			
1 - 4 GB* Hard Disk			
1 - 4 GB JAZ Hard Disk (for system backups)			
1 - PS/2 Mouse Port			
1 - Parallel Port & 2 Serial Ports			
1 - 56 KB Internal Modem			
1 - Laser Printer			
WINDOWS 95, 98 or NT Operating System			
Full 1 Year Warranty			
5. Training, Installation and Travel: (\$500/day/trainer)	2	500	not required
6. TRAVEL and LODGING EXPENSES/TRIP:	Not to Exceed		not required
TOTAL AutoISSUE PURCHASE PRICE:			\$ 79,300
			(Series D) \$ 55,500

Prices DO NOT reflect trade-in discounts for your old AutoCITE System

All documentation and 10 hours of custom programming included at no charge and \$150/hour thereafter (for all programming beyond baseline prices).

* Minimum Memory and Hard Disk Storage Requirements

B. Revised AutoPROCESS Purchase Option (Government Discounts)

ITEM or SERVICE	QUANTITY	UNIT PRICE	TOTAL PRICE
1. AutoPROCESS Host Software with:	1	6,000	6,000
Network Server (3 User) Host Version			
Handheld Computer Interface	1	3,000	3,000
Manual Citation Entry and Processing	1	3,000	3,000
On-Line & Batch Payment processing	1	3,000	3,000
Manual Batch Registered Owner Processing	1	3,000	3,000
Late Notice/Letters Processing (1st included)**	1	3,000	3,000
Manual Holds Proc. (DMV or Univ) 1st Only**	1	3,000	3,000
Manual Ticket Book Inventory	1	3,000	3,000
On-Line Correspondence System	1	3,000	3,000
Court Hearings, Appeals & Scheduling	1	6,000	6,000
On-Line Cashiering System	1	6,000	6,000
Parking Permit Processing	1	8,000	8,000
Additional Users (to total of 10 users)	7	5,000	35,000
Delinquent Collections Interface (Base)	1	3,000	3,000
IVR Interface (Base)	1	3,000	3,000
Detailed Payment Imports/Exports (Base)	2	3,000	6,000
State DMV Interface (not on-line)	1	3,000	3,000
Legacy Data Conversion (Base)	1	3,000	3,000
Included in this price is a 56KB bps external modem for hardware and software maintenance and customer support. Also included is the Base Citation Processing Reporting Package. ORACLE Data Base Server Software and either NT or Novell must be provided by the Agency. **One notice (additional \$500/notice) and one DMV hold process (not on-line) included in this price.			
2. AutoPROCESS Server Host Computer:	1		to be Supplied by the Agency
PENTIUM III (500 MHz) CPU			
256MB* Main Memory, 1 SVGA Color Monitor			
1 - 1.44 MB 3.5" Floppy Disk Drive			
1 - CD ROM Drive			
1 - 8 GB* Hard Disk			
1 - 12/24 GB DAT Tape BackupSystem			
1 - PS/2 Mouse Port			
1 - Parallel Port & 2 Serial Ports			
1 - 56 KB Internal Modem			
1 - Laser Printer			
WINDOWS 95, 98 or NT Operating System			
Full 1 Year Warranty			
3. POS Cash Register System (with 2 drawers)	2	4,000	8,000
4. Training and Installation: (\$500/day/trainer)	3	500	1,500
5. TRAVEL and LODGING EXPENSES PER TRIP: Not to Exceed:			2,000

TOTAL AutoPROCESS PURCHASE PRICE: \$ 114,500

If the AutoPROCESS System is purchased and installed with our AutoISSUE System (AutoCITEs) the price will be discounted by 50%, or \$51,500 plus training, installation and travel expenses. All documentation and 10 hours of custom programming included at no charge and \$150/hour thereafter (for all programming beyond baseline prices).

* Minimum Memory and Hard Disk Storage Requirements

Revised Summary of Purchase Pricing Options - City of Fort Lauderdale

September 4, 2000

Option 1:

AutoISSUE Series FT \$ 79,300 - 17,500 = **\$ 61,800**
(This price reflects a trade-in discount for the old 15 unit **AutoCITE** System)
and

AutoPROCESS \$ 114,500 - 51,500 = **\$ 63,000**
(This price reflects a discount of \$51,500 for buying and installing with the
new **AutoISSUE** System)

Total for both AutoISSUE and AutoPROCESS: \$ 124,800
(above prices include travel and training expenses)

Option 2:

AutoISSUE Series D (2MB) \$ 55,500 - 17,500 = **\$ 38,000**
(This price reflects a trade-in discount for the old 15 unit **AutoCITE** System)
and

AutoPROCESS \$ 114,500 - 51,500 = **\$ 63,000**
(This price reflects a discount of \$51,500 for buying and installing with the
new **AutoISSUE** System)

Total for both AutoISSUE and AutoPROCESS: \$ 101,000
(above prices include travel and training expenses)

Option 3:

AutoPROCESS Only **\$ 114,500**
(above price includes travel and training expenses)

In this option the City would retain current the 15 **AutoCITE** Series D units which only have 1MB of storage compared to 2MB on the new ones in Option 2. We believe this capacity will be sufficient for future growth based on current levels and normal expansion. Please refer to the analysis on the next page. We will include the **NEW special AutoCITE** functions at **NO COST**.

AutoCITE Series D (1MB) Storage Capacity Analysis - City of Fort Lauderdale

September 4, 2000

<u>Description of Function</u>	<u>Current Usage</u>	<u>Anticipated or New Usage</u>	<u>Projected Maximum</u>
Hotlist Plates	1,745	?	9,362
Warnings Plates	0	3,000 100/day with a maximum of 30 days	10,000
Meter Location XRef	6,389	?	10,000
Time Limit Marking	0	250	500
Empty Space Inventory	0	25	50
Broken Meters	20	?	40

NOTE: The above capacity analysis is based on a single **AutoCITE** Series D with 1MB of storage capacity. Even with these estimates for your current usage and for new software functions when you reach the maximum capacities listed above the **AutoCITE** will still have 40% of the total storage capacity remaining unused.



28 Hammond - Suite C
Irvine, California 92618
(949) 707-ETEC FAX (949) 707-3826



July 11, 2000

Ms. Linda Wilson, CPM, CPPB
City of Fort Lauderdale
Purchasing Division
City Hall - Room 619
100 North Andrews Avenue
Fort Lauderdale, FL 33301

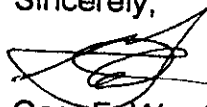
Dear Ms. Wilson:

Enforcement Technology, Inc. (ETEC) is pleased to provide the **City of Fort Lauderdale** with this **Proposal** in response to your **Request for Proposals #502-8315** for a **Automated Municipal Parking Services System**. Our proposal is provided here along with supporting information. This proposal is predicated upon the acceptance of all the terms and conditions stated in the RFP. **ETEC** can provide your agency with systems and services advantages not available through any other company.

Our Purchase, Lease/Purchase and Per Citation pricing options (A-C) in the cost proposal are methods of acquiring or using the systems. Additional parking citation processing services through our Parking Enforcement Center are provided in option D. We hope that you will review all of the possible options available and then allow us the opportunity to discuss the best possible solution, or combination, for your Agency. Our **450 plus clients** have various combinations of systems and services, all of which are somewhat unique to their Agency.

I will be the contact person for this proposal and the project manager. We thank you in advance for your time and consideration of our systems, products and service center operations.

Sincerely,


Gary E. Ward, Ph.D.
President and CEO

EMail-ETEC@AutoCITE.com

Enclosures

Corporate Offices
28 Hammond, Suite C
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Northern California
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San Ramon, CA 94583
(510) 824-2850

Australia
New Zealand
(613) 9328-3400
FAX
(613) 9326-9915

South America
(541) 454-3954
FAX
(541) 454-?

Excellence through Engineering

Proposal

for an

Automated Municipal Parking Services System

for the

City of Fort Lauderdale

using the

AutoCITE

Automated Citation Management Systems

and

Parking Enforcement Center Services

from

**Enforcement Technology, Inc,
(FEIN #33-0217517)**

July 11, 2000

Email - *ETEC*@AutoCITE.com

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PROPOSAL SUMMARY PAGE

RFP forms follow this page.

PROPOSAL SUMMARY PAGES

Proposer to complete the following:

TO: The City of Fort Lauderdale

The below signed hereby agrees to furnish the services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the RFP. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal, I will accept a contract if approved by the City and such acceptance covers all terms, conditions, and specifications of this proposal. I have not divulged to, discussed with, or compared this proposal with any other proposer(s) and have not colluded with any other proposer(s) or parties to this RFP. I certify I am authorized to contractually bind the Proposing firm:

Proposal submitted by:

1. **Company name** ENFORCEMENT TECHNOLOGY, INC.

(LEGAL REGISTERED)

Address: 28 Hammond - Suite C

Principal contact person: Gary E. Ward, Ph.D., President

(Name & title)

Authorized Signature: 

Telephone No.: 949-707-3832 **Fax No.:** 949-707-3826

e-mail address: ETEC@AutoCITE.com

2. ADDENDUM: Acknowledgement: Proposer acknowledges that the following addenda have been received and included in his/her RFP response (if applicable)

Addendum No.

Date Issued

1

June 16, 2000

2

June 19, 2000

3. VARIANCES: State any variations to specifications, terms and conditions in the space provided below or reference in the space provided below all variances contained on other pages of RFP, attachments or proposal pages.

No variations or exceptions by the Proposer will be deemed to be part of the proposal submitted unless such variation or exception is listed and contained within the proposal documents and referenced in the space provided below. If no statement is contained in the below space, it is hereby implied that your proposal complies with the full scope of this RFP.

RFP NO. 502-8315, PURCHASE OF AN AUTOMATED PARKING SERVICE SYSTEM

Variances: Please refer to our proposal, pages 125-131

4. Bidder please indicate below the name, address, and telephone number of the servicing entity, nearest to City Hall, from which on-site maintenance will be supported:

ENFORCEMENT TECHNOLOGY, INC.

4129 Avenida de la Plata
Oceanside, CA 92056

EXECUTIVE SUMMARY

Introduction

July 11, 2000

Enforcement Technology, Inc. (ETEC) is pleased to provide City of Fort Lauderdale with this Proposal in response to your Request for Proposals #98-221-0090-KSN for Parking Citation Administration and Vehicle Registration Services. Our proposal is provided here along with supporting information. This proposal is predicated upon the acceptance of all the terms and conditions stated in the RFP. **ETEC** can provide your agency with systems and services advantages not available through any other company:

- Since **ETEC** was incorporated in 1986 we have expanded our current customer base to over 450 agencies, in 50+ states and provinces, and 8 countries, From Ann Arbor to Alaska and Australia to Argentina
- **AutoCITE** is the only single unit construction handheld computer with the printer built-in (not attached)
- **AutoCITE** is the only handheld computer in use today for Traffic Tickets, Parking Citations and Field Interviews
- **ETEC** has the only handheld, **AutoCITE**, which produces machine readable OCR characters as the ticket is issued for reading in high speed remittance document processors
- **ETEC** is the only handheld manufacturer, or company, who also provides parking citation processing and collection services (over 4 million citations annually)
- **ETEC** provides a national network for pursuit of delinquent and/or out-of-state citations.

AutoCITE Systems are Year 2000 Compliant

Company Background

For almost **twenty years** our staff, while employed as executives and managers of other companies and at **ETEC**, have provided on-line **Automated Parking Management Systems** for Los Angeles, San Diego, Long Beach, Beverly Hills, Carmel, Monterey and Palo Alto; Los Angeles, Alameda, San Diego, and Metro-Dade Counties; as well as Chicago, Detroit, Syracuse, Miami, Austin, San Antonio, Houston, Las Vegas, Seattle and Anchorage; and internationally, Melbourne, Brisbane, Perth, Auckland, Ottawa, Toronto, Tijuana and Cordoba; plus over 50 colleges and universities.

The **ETEC Parking Enforcement Service Centers** began with our new **AutoCITE Systems** over fourteen years ago and now process over **4,000,000 parking citations per year**. It is important to note that the Parking Enforcement Service Centers operate the **AutoCITE Systems** daily to perform all parking citation processing and collection functions for over **200 issuing agencies** with varying quantities of citations for each. With this track record, **AutoCITE** is a proven system and operates efficiently with both small and large volume processing.

Additionally, in providing parking citation management services to cities, counties and universities we have always provided, as a basic part of our processing and collection contracts, follow-up on delinquent citations issued to Out-of-State registered vehicles. Based on this extensive experience, our efficient and effective approach to this process, and some statistical research done over the years we expect to obtain **75%, or better**, valid vehicle registration (hit rate) from around the country. From that information we can expect as high as a **35%, or better, collection rate**. An extremely important aspect of attaining this collection rate is the celerity and consistency of the interface between your system and ours.

In the course of providing processing and collection services for our clients we have been very successful in the improvement of their collection rates (tickets paid) over what they had realized prior to implementing **ETEC** systems and services. Below we have provided some hit rates and collection rates for some of these clients:

<u>CLIENT</u>	<u>DMV HIT RATE</u>	<u>COLLECTIONS RATE</u>
Monterey	93%	88%
Milwaukee	75%	88%
Walnut Creek	86%	85%
Stockton	84%	84%
Pacific Grove	65%	84%
Monterey Park	52%	82%

ETEC has been one of the pioneers of handheld computers in this industry. We installed some of the very first agencies in the country beginning as far back as 1986. **ETEC** is the only single source vendor who designs, manufactures and maintains the handheld computer (including built-in printer, not attached, or carry over the shoulder), and who writes and maintains the handheld and PC software.

ETEC is the only **Handheld Computer** company who's **EXCLUSIVE** focus is the law enforcement and parking industry. All of the other vendors, without exception, have a major focus in other markets such as supermarket inventory, utility billing, food service, barcoding and rental cars. In addition **ETEC's AutoCITE** was the first handheld computer to be used for Traffic Tickets (Livermore, California - March 1990) in the world. Our systems are used for Traffic Tickets, Parking Citations, Field Interviews, Transit Violations, Code Enforcement Violations, Junk Yard Investigations and Abandoned Vehicles Enforcement. These systems are in place at municipal, college and university police and public safety departments across the country and around the world (see attachments for more information).

In 1983 **ETEC** began the R&D phase of providing handheld technology to the law enforcement community. During this period we came to realize that use of a standard "off-the-shelf" general purpose handheld computer would NOT satisfy our design criteria of EASE-OF-USE and COMFORT for the Parking Enforcement Officer. It was related to us by our law enforcement advisors that it would be too burdensome to carry a printer fastened to the belt or carry over the shoulder. It was also determined that a printer attached to the end of the handheld unit could break quite easily if the officer were to drop the unit on the street. With this in mind, we invested in a specific engineering design to build a handheld computer with the printer **INSIDE** the unit and enclose the **ENTIRE** unit, including the printer, with a durable impact resistant plastic case. The **AutoCITE** is manufactured, installed, and maintained/supported by **ETEC**. Our clients strongly believe that the **AutoCITE** unit, designed specifically for issuance of parking citations is superior to the other general purpose handheld computers. **ETEC** does not provide Epson, Grid, Husky, Symbol, Telxon or any other general purpose handheld computer where the end user must deal with **ONE COMPANY** to support the software and **ANOTHER COMPANY** to maintain the hardware. **ETEC** manufactures the **AutoCITE** and supports it **TOTALLY**.

Additionally **ETEC** also provides an "In-Car" Patrol Car System which has the same operating software as the **AutoCITE** handheld computers but operates on the in-car Windows 95/98/2000/NT PC. This **AutoCITE** version has an external printer/peripheral device connected to the in-car PC which has an 80 column printer, a magnetic stripe reader (to read the drivers license or a credit card) and barcode scanner connectivity. As with all **AutoCITEs** this version provides for traffic tickets, parking citations, field interviews, code enforcement, abandoned vehicles and other reporting functions.

Scope of this Proposal

We believe this proposal will be beneficial in providing you with the information you require about our company and the expertise we have available to provide your Agency with systems based solutions to your **parking citation issuance, processing, collections and management requirements**. In addition to our current client listing and previous experience, **ETEC** provides your Agency with comprehensive descriptions our **AutoCITE - Automated Citation Management Systems**. Two subsystems of **AutoISSUE - Automated Citation Issuance System** and **AutoPROCESS - Automated Citation Processing & Collections System**, are described, as well as citation processing, collection services and management support through the **ETEC Parking Enforcement Center**.

While we recognize your Agency is primarily interested in a vendor to provide parking citation management services and systems for citation issuance, processing and collections, we propose for your consideration three options for acquiring our state-of-the-art citation issuance and processing technology on **WINDOWS 95, 98, 2000 or WINDOWS NT** operating systems. We also provide a patrol car version operating on a **WINDOWS** based computer. These systems and services are currently in place and operating for over **450 Law Enforcement Customers**. **ETEC** systems may be purchased or leased and operated by the Agency, or they may be provided for you as a service center operated by our Parking Enforcement Center staff.

AutoISSUE - Automated Citation Issuance System

The **AutoCITE - Automated Citation Management Systems** proposed by **ETEC** are depicted in **Figure 1**. Other product data sheets with further descriptions of this system are included with this proposal. The existing parking citation and/or traffic ticket issuance procedures will be enhanced with state-of-the-art technology of the **AutoCITE** handheld computers, and the processing and collections procedures will be more fully controlled by the Agency. Labor intensive paper processing is eliminated by interfacing the **AutoCITE** handhelds to our **AutoPROCESS** System or to your own in-house computer system for ticket processing.

ETEC believes the Agency can cut current program costs by as much as 50% and increase enforcement capacity for overall efficiency and effectiveness of your total program, by implementing handheld computers for ticket issuance. We believe this to be an intricate part of a well managed parking program.

ENFORCEMENT MANAGEMENT SYSTEMS NETWORK

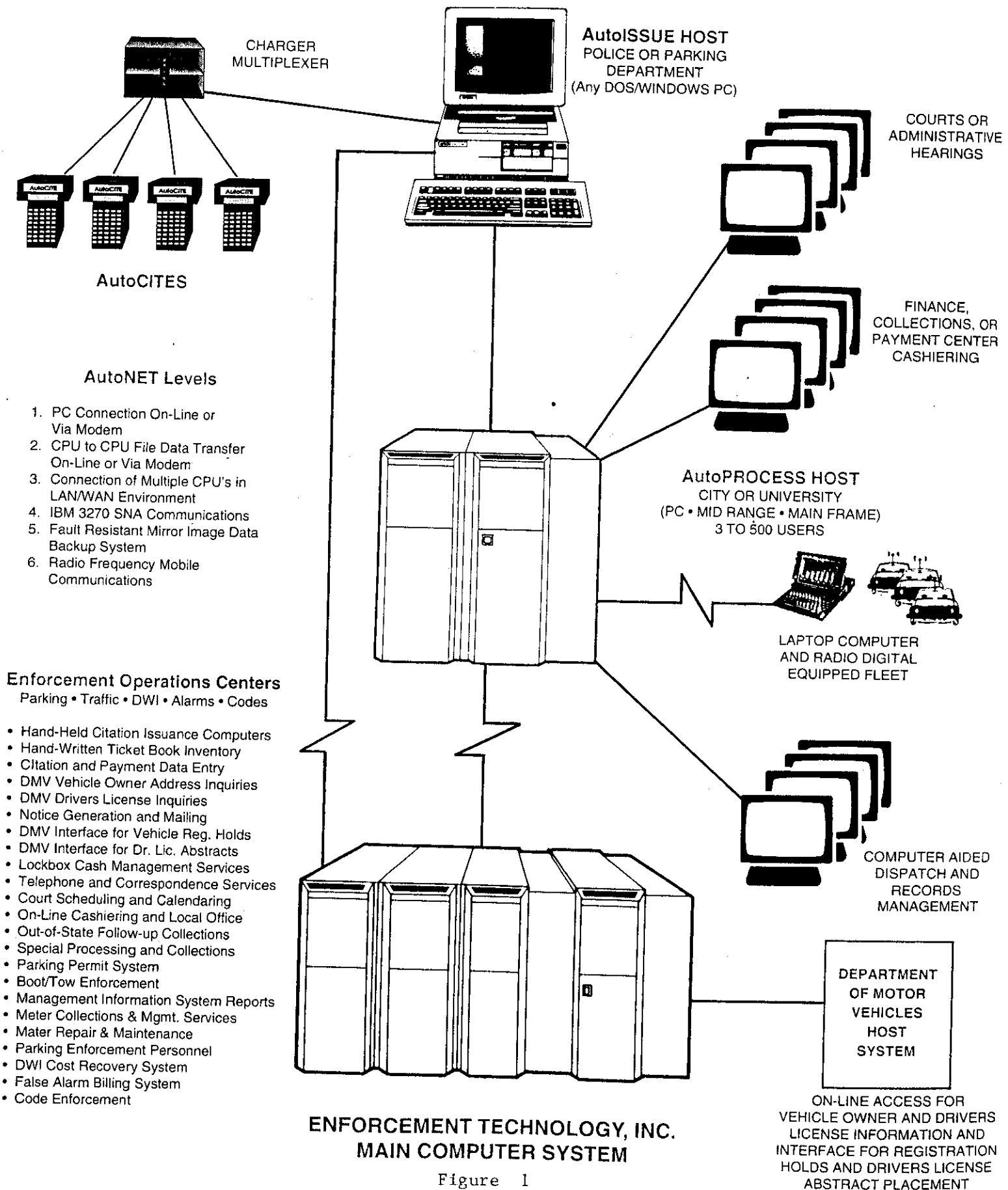


Figure 1

AutoISSUE is an **Automated Citation Issuance System** which interfaces with an **AutoISSUE** Host PC System and does not include any of the processing functions. A communications program provides for the conversion of the automatic data entry files to the in-house processing system. The **AutoCITE** handheld is a lightweight parking citation computer originally designed and built to be carried in one hand and used primarily by Parking Officers (PO)), who walk most of their shift, or Traffic Officers (TO), who ride motorcycles. Based on current client needs, and to accommodate this small size, the **AutoCITE** was designed with some features which are specific but with others generic to be customized for individual user agencies. To our knowledge **AutoCITE** is the only handheld citation issuance computer capable of issuing multiple parking and traffic violations. It is also currently installed in many agencies issuing Traffic Tickets, the only handheld computer in the world issuing moving violations, as well as parking citations, field interviews, code enforcement violations and abandoned vehicle reporting.

For these reasons, and to keep our system small, and completely handheld, we have designed it to perform specific functions, while at the same time maintain some flexibility. In this proposal we describe our **AutoCITE Series D** as it is currently configured with **2 MB** of storage and a dot matrix printer, which issues a **2.25" X 6" citation**. This has been sufficient for most agencies. Some agencies with very specific downtown enforcement functions and very large violator list requirements may require additional memory. The **AutoCITE Series FT** is currently configured with **4 MB** of storage and has a thermal printer and issues a larger **4.38" X 7.3" ticket**. Functionally all models are the same. If these special enforcement programs are of interest to your Agency we will be glad to explain it further at a later time.

AutoCITE Handheld Computers:

- | | |
|-------------------|---|
| Series D | Issues a 2.25" x 6" citation using a Dot Matrix printer and weighs only 2 lbs. |
| Series FT | Issues a 4.38" x 7.33" ticket using a Thermal printer and weighs only 2.75 lbs. |
| Series FTM | Issues a 4.38' x 7.33" ticket using a Thermal printer, with a built-in Magnetic Stripe reader for the drivers license and weighs only 2.75 lbs. |

AutoCITE Patrol Car Computer Systems: (Windows 95/98 or Penbased)

- Series S Citation or other issuance software which operates on any Windows or Penbased PC or notebook used in the patrol car.
- Series SP A peripheral hardware box containing a printer, magnetic stripe reader, with the above software and interfaces for other devices such as RF modems and barcode scanners.

AutoISSUE Subsystems: (for Handhelds and Patrol Car PC)

Parking Citations
Traffic Tickets
Field Investigations
Transit Violations
Code Enforcement
Abandoned Vehicles
Animal Violations

AutoISSUE Special Function Subsystems:

Time Limit Parking
Barcode Printing on Citations (1D or 2D)
Parking Permit Cross Reference
Broken Meter Reporting
Damaged Sign Reporting
In-Field Citation Cancellations
OCR Printing (Series FT only)
(below systems only on Series D or T)
Witness forms
Empty Space (Lot/Street) Inventory
License Plate Inventory
Meter/ Location Matrix
Tourist Information
(below systems only on WINDOWS)
Warnings Tracking
Officer Activity Logging
Network Host Version

The AutoCITE Systems have been designed for the overall improvement of both traffic and parking enforcement and their parking management programs. These systems will provide potential program improvement in the following areas:

- improved accuracy and legibility of tickets
- reductions in manual paper ticket handling and duplication of data entry tasks
- reduction in data entry costs and errors and isolation of errors to the field entry
- improved revenues associated with error reduction
- increased on-street ticket writing time for increased productivity
- increased revenues from booting and towing operations based on scofflaw detection through ticket issuance
- shift end management and statistical information
- overall program enhancement through public awareness of this new state-of-the-art technology and resulting enforcement and collection impact

Specific AutoCITE characteristics which separate it from any other handheld technology on the market today are:

- a single-construction unit held in one hand with total weight of 2.00 or 2.75 lbs, including computer, printer, battery pack and 76 citations
- memory capacity of 1,000 citations before unloading
- battery capacity of 350-400 citations per charge and full recharge in 4-8 hours, easy use for multiple shifts
- full 55 key alpha-numeric keyboard with no need to shift between alpha and numeric with a function key (26 alpha, 14 numeric/punctuation, 5 function and 10 cursor/edit control) or 60 keys (26 alpha, 16 numeric/punctuation, 6 function 12 cursor/edit control)
- "Hotlist" storage for 75,000 - 500,000+ plates
- storage of complete make, model, or body type lists
- 1,000+ violations and a complete states list capable of 2 violations on a single citation
- 1,000+ remarks of 32 characters in length

Specific AutoCITE characteristics (continued):

- 1,000+ streets or locations of 24 characters each (Long Beach has over 1,200 streets on their list)
- 40 character printer with regular and bold print on the **AutoCITE** Series D and an 80 character printer with regular and bold print on the **AutoCITE** Series P and FT
- citation issuance every 25 to 30 seconds
- unload of 100 citations in 30 seconds to any IBM compatible personal computer at the end of the shift
- complete password protection system for the **AutoCITE** and the PC Host System
- very durable and weather proof for use in rain and snow conditions. They have been dropped off of vehicle roofs at 40 MPH and dropped out of Cushman vehicles and run over and still worked.
- have barcode scanning and barcode printing capability (many of our clients printing barcodes on citations)
- magnetic stripe and 2D barcode reading for Drivers License
- concurrent printing and top of form sensor mark
- second power down mode to conserve energy

AutoPROCESS - Automated Citation Processing System

ETEC believes that a comprehensive Automated Citation Management System is more than just a ticket processing system, and in fact is really two distinct automated systems. **AutoPROCESS is an Automated Citation Processing and Collection System** which provides all of the processing and collection functions required and more. **AutoPROCESS** operates on any IBM computer system compatible with the **WINDOWS 95, 98, 2000 and NT**, or **Novell Network**, using an **ORACLE Data Base Server**. The computer system can be either a stand-alone system or a server on a client/server network. A communications program provides for the conversion of the automatic data transfer files between the **AutoISSUE** subsystem and the **AutoPROCESS** subsystem (all on the same computer if desired). **All of these systems are Year 2000 Compliant.**

AutoPROCESS Processing and Collection Subsystems:

Handheld Computer Interface
Manual Citation Entry and Processing
On-Line and Batch Payment Processing
Manual Batch R/O Name Processing
Late Notices and Letters Generation (1st Notice included)
Manual Batch R/O Hold Processing (DMV or Univ. Records, 1st one included)
Manual Ticket Book Inventory
On-line Correspondence System
Court Hearings, Appeals and Scheduling
On-line Cashiering (software only)
POS Cash Register System (hardware only)
Laser Barcode Scanners
Parking Permit Processing System
Boot and Tow Management System
Parking Meter Management System
Fleet/Rental Management System
State DMV Interface (not on-line)
Delinquent Collection Interface (Base)
Out-of-State R/O Interface.(Base)
Detailed Payment Imports (Base)
Image Database Interface (Base)
IVR Interface (Base)
Legacy Data Conversion (Base)
ORACLE Database Server Software (must be purchased & installed by Agency)

AutoPROCESS Related Optional Subsystems:

Remittance Processing System
Document Imaging System
Automated Call Director System
Integrated Voice Response
On-Line State DMV System

Parking Enforcement Service Center

ETEC Parking Enforcement Service Centers operate the **AutoCITE - Automated Citation Management Systems** daily to perform all parking citation processing and collection functions for over **200 issuing agencies** with varying quantities of citations for each. The Parking Enforcement Service Centers began with **AutoCITE** over **fourteen years ago** and now **process over 4,000,000 parking citations per year**. With this track record, **AutoCITE** is a proven system and operates efficiently with both small and large volume processing.

AutoPROCESS, through the Parking Enforcement Centers, provides citation processing, revenue collection and a comprehensive MIS Reporting system. The system includes ticket book inventory and control, data entry, payments, R/O address inquiries with the DMV, print and mailing of delinquent notices to violators, DMV hold placement and removal and provides for a complete management information system and audit trail for the parking management program. In addition in the service center we provide for cash management through a lockbox operation, telephone and correspondence services, court appearance scheduling and a local office for walk-in services if the volume warrants this level of service. This is a stand alone system which has full parking management capability including a permit management system and full on- line cashiering capability. The cashiering terminals are included in the proposal as options. In our discussions with your Agency, if we are selected, we will more fully describe our permit system and cashiering capability. In addition to being resident on this system this data can be moved and interfaced with any other mainframe or micro based systems at the Agency if desired.

Service Center - Processing and Collection Services:

Agency Courier Liaison
Handhelds Data Interface
Manual Citation Payment and Data Entry
Lockbox Cash Management
On-Line DMV Interface
Notice Generation and Processing
Telephone and Correspondence Services
Administrative Hearings and Court Scheduling
Local Office for Customer Service
Out-of-State Follow-Up Processing and Collection
Special Collections Processing
On-Line System Terminal/PC Access
Back-Up, Catastrophic Failure and Reconstruction
Data Conversion from Old System
Booting/Towing and Abandoned Vehicle Program (must be customized)
Parking Meter Management Services (must be customized)
Parking Meter Collection and Counting Services
Fleet/Rental Management Services (must be customized)
Office and System Security
State and Local Law Compliance
Management Consulting and Planning Services

Project Management

The management of this project, for **ETEC** involvement, will be provided through our project manager and our engineering staff. The project manager will coordinate the **ETEC** engineering and support staff, in cooperation with your Agency staff. The project manager and necessary support staff will be on-site for the installation and testing phases. At the same time the project manager will conduct full staff training. Other engineers or programmers will be available as needed during the project. **ETEC** currently has a staff compliment of **72** employees.

ETEC is a California Corporation. In addition to our Engineering and Manufacturing Group in Oceanside, California, we have **Parking Enforcement Operations Centers in Irvine and San Ramon, California, Milwaukee, Wisconsin and Grand Blanc, Michigan.** In the eastern states we have field Sales and Marketing offices in Florida, Illinois and Michigan.

Our Purchase, Lease/Purchase and Per Citation options (A-C) in the cost proposal are methods of acquiring or using the systems. Specific services such as DMV access and Notice Generation can still be provided through our service center. **Optional prices are also provided for Service Center Operations where ETEC staff operate the AutoPROCESS ticket processing system for you.** We hope that you will review all of the possible options available and then allow us the opportunity to discuss the best possible solution, or combination, for your Agency. Our **450+ clients** have various combinations of systems and services, all of which are somewhat unique to their Agency.

Dealer/Distributors and **ETEC** have signed agreements for the marketing, sales and support for the systems and services known as **AutoCITE** as well as all of our other law enforcement and criminal justice system related products and services. This relationship provides your Agency with a single source for a comprehensive line of Products (from parking meters to handheld computers) and Services (from meter service and collections to parking citation processing and collections) from companies with over **100 years of experience** in all facets of the parking industry. In addition to the **ETEC** offices, service and support will also be available from the dealer service centers in the United States, Canada, Europe, Australia, New Zealand, Argentina and Mexico.

In the event we are selected in the proposal evaluation process we invite the proposal committee representatives for the Agency to visit our facilities in California, Michigan or Wisconsin.

I. FINANCIAL PROPOSAL/FIRM. FIXED DETAILED PRICING

RFP forms follow this page

PART 1 - FINANCIAL PROPOSAL

- I. **Cost to the City:** Proposer agrees to provide the services specified, including all required labor, supervision, equipment, software and supplies at the firm, fixed costs shown. Proposer shall provide the City with a detailed cost breakdown, covering all items proposed as follows: If there are any additional costs for services which may be offered as options, that are not included in the services as outlined in the RFP, Proposers shall include this information as an APPENDIX to the Financial Proposal.

Inclusions: Handhelds: Initial Quantity: 17 units
Main Charger: Minimum capacity 18 units (1 spare)
Re-boot Key, if applicable

All other software and hardware components, per RFP system . specifications

- (1) Provide a complete, integrated automated municipal parking services system, all components, equipment, software and services, per RFP specifications as outlined on page 26, VI. TECHNICAL, SCOPE OF WORK. Proposer to provide a detailed, itemized equipment, software, services breakdown for this item.

Detailed Cost breakdown attached? Firm, Fixed Total Cost: \$138,000 (Series D)
\$161,800 (Series FT)
YES: X NO: _____

- (2) Option to upgrade City's existing Enforcement Technologies hardware and software to fully integrate with proposed system, to provide a complete, automated municipal parking services system, in accordance with the RFP specifications. Proposer to provide a detailed, itemized breakdown for upgrades of equipment, software, and all additional equipment, software and services to provide a fully integrated system as specified.

Inclusions: Quantities, Same as above.

Detailed Cost breakdown attached? Firm, Fixed Total Cost: \$85,000 (Series D)
\$108,800 (Series FT)
YES: X NO: _____

ADDITIONAL EQUIPMENT PURCHASES:

Proposer shall include firm, fixed unit costs for all additional equipment purchases, in accordance with the RFP specifications and based on the same formula contained in Proposer costs to the City for the initial system as detailed above I (1) and (2):

Included: YES: X NO: _____

RFP NO. 502-8315, PURCHASE OF AN AUTOMATED PARKING SERVICE SYSTEM

II. TRADE-IN ALLOWANCE: Existing Enforcement Technology equipment (See appendix "A" attached). If proposer response includes replacement of all existing handheld equipment, chargers, reboot key, please indicate your trade-in/credit offer in the space provided below:

Trade-In Allowance: \$ 53,000

III. PRICE PROTECTION PERIOD/ADDITIONAL PURCHASES: The City requests that all costs contained in the RFP response shall be firm for additional purchases, should the City elect to make such purchases, for a period of one hundred eighty (180) days from date of award. Please indicate your ability to extend pricing in accordance with this request.

YES: x Can Comply: NO: Unable to Comply:

Alternate Price protection term:_____

COST PROPOSAL ANALYSES

July 11, 2000

Following this introduction **ETEC** provides four (4) Pricing Formats, for the **City of Fort Lauderdale** to consider, ranging from purchase to a per citation price to provide the Agency with the systems for issuing and processing parking citations (Options A, B and C), as well as **ETEC** supplying these systems as part of a comprehensive service center package (Option D). These options will more than meet all of the requirements of the Agency as we understand them. **Your RFP forms (where applicable) provide our quote for this proposal.** Our pricing formats are for reference, clarification and further discussion to suggest to the Agency other very cost effective solutions for this project.

ETEC recognizes the Agency has requested a PROPOSAL for the purchase of a complete parking citation management system. We also believe that in the interest of good management it would benefit the Agency to consider all options and pricing structures that would minimize the costs to the Agency and still allow for the full capability and benefits of this technology. Therefore **ETEC** has included a Purchase Option, a Lease/Purchase Option, a Per Cite Option, as well as Full Service Center Option.

All prices quoted here, purchase, lease/purchase, per cite or service center are guaranteed for 180 days, or until negotiations are held. Below we have provided our **AutoCITE** suggested list prices and government discount for your information and future consideration. For this proposal we used the **AutoCITE Series D and Series FT prices.** With our system spares are not required so you only need as many **AutoCITEs** as the amount of officers deployed each shift. Our discount structure is listed below:

AutoCITE List Prices:

Series S -	\$2,396,	Series SP -	\$3,596
Series FT -	\$6,396,	Series FTM -	\$7,196
Series D -	\$4,296		

Government Discount Schedule

Series D	Series FT	Series FTM	Series S	Series SP
\$2,800	\$4,200	\$4,700	\$1,000	\$2,500

As you will see in the following Options for the **AutoCITE** Systems **ETEC** has provided a not-to-exceed cost plus expenses to make staff time available to the Agency while conducting training and installation.

A. AutoISSUE Purchase Option (Government and Volume Discounts)

ITEM or SERVICE	QUANTITY	UNIT PRICE	TOTAL PRICE
1. AutoCITE Series D Handheld Computer	17	2,800	47,600
(Series FT)	17	4,200	71,400
2. Charger/Multiplexer Model 4M	2	700	1,400
Charger/Multiplexer Model 4S including RJ12 cords (16 ports)	3	1,500	1,500
3. AutoISSUE PC Host System with:	1	2,000	2,000
Parking Citation Issuance	1	2,000	2,000
Barcode Printing (1D)	1	NC	NC
Time Limit Marking	1	NC	NC
Warnings Tracking	1	NC	NC
Empty Space (Lot/Street) Inventory	1	NC	NC
Broken Meter Reporting	1	NC	NC
Network Server Version (up to 3 users)	1	1,000	1,000
Windows 95, 98 and NT Stand-Alone or Client Versions (ACW). Base Citation Issuance Reporting Package included. For Network Server Versions add \$1,000. A 56K bps modem is included for support. ORACLE Data Base Software and either NT or Novell must be provided by the Agency.			
4. AutoISSUE PC Host Computer System:	1	to be Supplied by the Agency	
PENTIUM II (300 MHz) CPU			
64 MB* Main Memory, 1 SVGA Color Monitor			
1 - 1.44 MB 3.5" Floppy Disk Drive			
1 - CD ROM Drive			
1 - 4 GB* Hard Disk			
1 - 4 GB JAZ Hard Disk (for system backups)			
1 - PS/2 Mouse Port			
1 - Parallel Port & 2 Serial Ports			
1 - 56 KB Internal Modem			
1 - Laser Printer			
WINDOWS 95, 98 or NT Operating System			
Full 1 Year Warranty			
5. Training, Installation and Travel:	2	500	not required
(\$500/day/trainer)			
6. TRAVEL and LODGING EXPENSES/TRIP:	Not to Exceed		not required

TOTAL AutoISSUE PURCHASE PRICE:

\$ 55,500

(Series FT **\$ 79,300**)

These prices reflect trade-in discounts for your old AutoCITE System

All documentation and 10 hours of custom programming included at no charge and \$150/hour thereafter (for all programming beyond baseline prices).

*** Minimum Memory and Hard Disk Storage Requirements**

OPTIONAL HARDWARE, SOFTWARE and EQUIPMENT ESTIMATES

AutoISSUE Systems:

	Unit Price
1. Parking Citations	2,000* ✓
2. Traffic Tickets	2,000
3. Field Investigations	2,000
4. Transit Violations	2,000
5. Code Enforcement	2,000
6. Abandoned Vehicles	2,000
7. Special Events Issuance (Base)	2,000

AutoISSUE Special Function Subsystems:

	Unit Price
1. Time Limit Marking	1,000*
2. Barcode Printing on Citations (1D or 2D)	1,000*
3. Parking Permit Cross Reference (<i>skt list</i>)	1,000 ✓
4. Broken Meter Reporting	1,000*
5. Damaged Sign Reporting	1,000
6. In-Field Citation Cancellations	1,000 ✓
7. OCR Printing (Series FT only)	2,000
<u>(below systems only on Series D or T)</u>	
8. Witness Forms	1,000
9. Empty Space (Lot/Street) Inventory	1,000*
10. License Plate Inventory	1,000
11. Meter/Location Matrix	1,000
12. Visitor Information	1,000
<u>(below systems only on WINDOWS)</u>	
13. Warnings Tracking	1,000*
14. Officer Activity Logging	1,000 ✓
15. Network Server Version (up to 3 users)	1,000*
(\$100 per user over 3 users)	

AutoCITE Related Equipment

	Unit Price
1. AutoCITE Holster (Series D)	30
2. AutoCITE Carry Strap (Series T)	15
3. Envelope Holder (Series D)	20
4. AutoCITE Veh/Bicycle Mounts (Ser D/T)	15/20
5. AutoBOOT (15" wheel size)	395
6. Single User Charger (auto or inside)	50

COST ESTIMATE for SUPPLIES

1. printer ribbons	\$2.95 each (for Series D only)
2. parking citations (D)	15,200 (1 CTNs)
3. traffic tickets (T)	15,200 (1 CTNs)
4. citation envelopes	15,000 (3 CTNs)
(paper products are best estimates and are subject to printer price changes. Weather proof and non-tear paper are also available along with volume discounts)	

\$ 851.20

\$2,599.20

\$ 915.00

*700
1000
1700*

*1766 * 2/3 = 1177
2343.8
x .667
1562.8*

* Included in price configuration on Page 15

B. AutoPROCESS Purchase Option (Government Discounts)

ITEM or SERVICE	QUANTITY	UNIT PRICE	TOTAL PRICE
1. AutoPROCESS Host Software with:	1	6,000	6,000 ✓
Network Server (3 User) Host Version			
Handheld Computer Interface	1	3,000	3,000 ✓
Manual Citation Entry and Processing	1	3,000	3,000 ✓
On-Line & Batch Payment processing	1	3,000	3,000 ✓
Manual Batch Registered Owner Processing	1	3,000	3,000 ✓
Late Notice/Letters Processing (1st included)**	1	3,000	3,000 ✓
Manual Holds Proc. (DMV or Univ) 1st Only**	1	3,000	3,000 ✓
Manual Ticket Book Inventory	1	3,000	3,000 ✓
On-Line Correspondence System	1	3,000	3,000 ✓
Court Hearings, Appeals & Scheduling	1	6,000	6,000 ✓
On-Line Cashiering System	1	6,000	6,000 ✓
Parking Permit Processing	1	8,000	8,000 ✓
Delinquent Collections Interface (Base)	1	3,000	3,000 ✓
IVR Interface (Base)	1	3,000	3,000 ✓
Detailed Payment Imports/Exports (Base)	2	3,000	6,000 ✓
State DMV Interface (not on-line)	1	3,000	3,000 ✓
Legacy Data Conversion (Base)	1	3,000	3,000 ✓
Additional Users (to total of 3 users)	0	6,800	0 ✓
Included in this price is a 56KB bps external modem for hardware and software maintenance and customer support. Also included is the Base Citation Processing Reporting Package. ORACLE Data Base Server Software and either NT or Novell must be provided by the Agency. **One notice (additional \$500/notice) and one DMV hold process (not on-line) included in this price.			
2. AutoPROCESS Server Host Computer:	1	to be Supplied by the Agency	
PENTIUM III (500 MHz) CPU			
256MB* Main Memory, 1 SVGA Color Monitor			
1 - 1.44 MB 3.5" Floppy Disk Drive			
1 - CD ROM Drive			
1 - 8 GB* Hard Disk			
1 - 12/24 GB DAT Tape BackupSystem			
1 - PS/2 Mouse Port			
1 - Parallel Port & 2 Serial Ports			
1 - 56 KB Internal Modem			
1 - Laser Printer			
WINDOWS 95, 98 or NT Operating System			
Full 1 Year Warranty			
3. POS Cash Register System (with 2 drawers)	2	4,000	8,000 ✓
4. Training and Installation: (\$500/day/trainer)	3	500	1,500 ✓
5. TRAVEL and LODGING EXPENSES PER TRIP: Not to Exceed:			2,000 ✓

TOTAL AutoPROCESS PURCHASE PRICE:

\$ 82,500

If the AutoPROCESS System is purchased and installed with our AutoISSUE System (AutoCITEs) the price will be discounted by 50%, or **\$35,750** plus training, installation and travel expenses. All documentation and 10 hours of custom programming included at no charge and \$150/hour thereafter (for all programming beyond baseline prices).

* Minimum Memory and Hard Disk Storage Requirements

65,000
\$B 79,500

OPTIONAL HARDWARE, SOFTWARE and MAINTENANCE ESTIMATES

AutoPROCESS Systems:

Single User Host Version, or	(ORACLE DB Server	Unit Price
* Network Server (3 users) Host Version	is NOT included)	6,000
1. Handheld Computer Interface		6,000*
2. Manual Citation Entry and Processing		3,000*
3. On-Line & Batch Payment Processing		3,000*
4. Manual Batch R/O Processing		3,000*
5. Late Notice and/or Letters Processing	(1st included)**	3,000*
6. Manual Holds Proc. (DMV or Univ)	(1st Only)**	3,000*
7. Manual Ticket Book Inventory		3,000*
8. On-Line Correspondence System		3,000*
9. Court Hearings, Appeals & Scheduling		6,000*
10. On-Line Cashiering System		6,000*
11. POS Cash Register System		4,000*
12. Laser Barcode Scanners		800
13. Parking Permit Processing		8,000*
14. On-Line Boot/Tow Management System		8,000
15. Parking Meter Management System		8,000
16. Fleet/Rental Management System		8,000
17. State DMV Interface (not on-line)		3,000*
18. Delinquent Collections Interface (Base)		3,000*
19. Out-of-State DMV R/O Interface (Base)		3,000
20. Detailed Payment Imports (Base)		3,000*
21. Image Database Interface (Base)		3,000
22. IVR Interface (Base)		3,000*
23. Outside Cashier Interface (Base)		3,000
24. Other Cashier Payments (Base)		3,000
25. Legacy Data Conversion (Base)		3,000*

The AutoPROCESS Network Host Version fee covers up to 3 users. The ORACLE DB Server Software (single & /multiple users) must be purchased from your Network Vendor. A 10% fee (total of Host, Module or Subsystems) charged for each additional network user, node or seat. ✓

EQUIPMENT and SOFTWARE WARRANTIES and MAINTENANCE After 1st Year

ONLY ON PURCHASED SYSTEMS 1st Year at No Charge

1. AutoCITE Series D
2. AutoCITE Series FT
3. AutoCITE Series FTM
4. Charger/Multiplexers
5. AutoISSUE Systems
6. AutoPROCESS Systems

- ✓ \$ 350 per year each unit
- ✓ \$ 375 per year each unit
- ✓ \$ 400 per year each unit
- ✓ \$ 25 per year each unit
- ✓ \$ 400 per year
- ✓ \$7,100 per year

YIP2
71,400 @ 4950
x 17 = 6375

✓ = 75

7500

13,950

DELIVERY and PAYMENT SCHEDULE

Delivery will be approximately 8-10 weeks ARO and agency information. All hardware and software will be invoiced upon delivery. Normal terms are Net 30 Days with a 1.5% late fee per month after 30 days. Invoices for any system analysis/design for start-up, installation, training, and travel expenses, will be submitted upon completion of training. Invoices for conversion and/or enhancements programming will be submitted upon completion.

* included in price configuration on Page 17

B. Lease/Purchase Option

In addition to purchase of the **AutoCITE** Systems, **ETEC** offers these systems on a lease/purchase agreement price for a **three year lease period**. At the end of the lease period the Agency may renew or purchase the system for **10% of the original purchase price** of the system hardware and software. During the lease period and all subsequent renewal periods thereafter the Agency will be entitled to new versions and enhancements to the software as they become available.

AutoCITE Series D Computers - \$ 2,125.00/Month

A monthly lease rate of \$2,125.00/Month (**17 X \$125.00 per AutoCITE**) will be charged. This structure includes all the associated software for the **AutoCITE**, as well as full service maintenance over the term of the lease.

AutoISSUE/AutoPROCESS System - \$3,875.00/Month

A monthly lease rate of \$3,875.00 per system will be charged. This price includes the **AutoISSUE System, Modules and Modem (\$200.00)**, **AutoPROCESS System and Modules (\$3,550.00)**, along with the **5 Charger/Multiplexers (\$125.00)**, with full service maintenance for term of the lease.

<u>TOTAL Lease/Month for AutoCITE Systems:</u>	<u>\$ 6,000.00</u>
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Any interface communications software, between the **AutoCITE** Host System and the Agency mainframe, as described in the Purchase Option, will be charged at the same rate. This will not be required with both the **AutoCITE** Systems since it already exists.

ETEC has proposed a cost (in the Purchase Option) to provide the time of the project manager and engineer for the training and installation phases in the Agency. Travel expenses apply to all Options.

C. Per Citation Option (rental only)

If the City of Fort Lauderdale desires, **ETEC** can provide all of the hardware, software, citations, warranty and maintenance for the **AutoCITE - AutoISSUE and AutoPROCESS Systems** on an annual professional services contract for as low as **\$.50 per citation - CALL AND ASK US ABOUT THIS PROGRAM.**

D. SERVICE CENTER OPTION COST SUMMARY

Even though we have also provided your Agency with purchase, lease/purchase and per cite options it is our understanding your Agency may be more interested in citation processing and collections through one of our Regional Service Centers. Our complete **Service Center Price Schedule** has been provided on the following page for your reference. Below we have summarized our quote for the service center option based on the Agency RFP specifications and the issuance of **150,000** parking citations per year for a three year agreement.

<u>Option 1:</u>	Service Levels 1-6: (includes 1st Delinquent Notice)	\$1.50 per citation issued (postage additional)
	AutoCITE Handheld Computer: (Series D rental)	\$150 per AutoCITE /month
	ALL NOTICES (2nd, Lessee, Renter, 2nd Owner and any other notices or letters)	\$.25 per notice or letter (postage additional)
	OUT-OF-STATE and DELINQUENT CITATION COLLECTION FOLLOW-UP	40% of follow-up revenue or \$5.00 per follow-up
	Back log citation processing: (electronic data transfer)	No Cost for the conversion \$.25 per any notice sent (postage additional)

WITH A MINIMUM FEE OF \$ 36,600 PER YEAR (including 17 AutoCITEs) CHARGED ON ALL INVOICES

or

Option 2: **ETEC will provide ALL of the above listed services and equipment required in this proposal and the RFP (including 17 AutoCITEs) for a nominal fee of ALL collected revenue.**

Other services listed on the price schedule can be added if desired by the Agency after further discussions and understanding of your specific needs. **ETEC** can start processing your past and current parking citations through our Service Center immediately upon selection and contract approval. If you select the **AutoCITE** handheld computers, it will take about 4 - 6 weeks to print citations after artwork approval by your Agency.

The cost for Installation, Training and Travel expenses for the **AutoCITE** Systems is **\$3,500**.

**USA SERVICE CENTER SCHEDULE
FOR PARKING CITATION PROCESSING SERVICES**
(for future reference and further discussion)
April 1, 2000

SERVICE CENTER OPERATIONS *

		<u>Cost per Citation Issued</u>	<u>Cost/Level</u>	<u>Totals</u>
Level 1:	Base Processing System with Electronic Data Entry Payment Processing, Inquiry & MIS Reports		\$.25	\$.25
Level 2:	DMV Interface for R/O Inquires and In-State DMV Hold Placements and Releases		\$.25	\$.50
Level 3:	Notice Generation and Mailing Services (postage additional)		\$.25	\$.75
Level 4:	Lockbox Cash Management Services		\$.25	\$1.00
Level 5:	Telephone/Correspondence Customer Services		\$.25	\$1.25
Level 6:	Court Hearings, Appeals and Scheduling Support Services		\$.25	\$1.50 (1-6)

ADDITIONAL SERVICE OPTIONS:

AutoCITE Handheld Computer: \$150/AutoCITE/month (Series D)
(equipment rental) \$200/AutoCITE/month (Series FT)
\$200/AutoCITE/month (Series FTM)

MANUAL DATA ENTRY FEE: \$.25 for each citation data entered

2ND, LESSEE, RENTER, 2ND OWNER \$.25 per notice or letter
and/or any other notices or letters (postage additional)

HAND PROCESSING FEE: \$.25 additional for each notice or letter
(Ex. citizen mailings of Court/Hearing results) that requires clerical hand processing

OUT-OF-STATE, DELINQUENT and/or 40% of follow-up revenue
SPECIAL COLLECTION FOLLOW-UP or \$5.00 per follow-up

NSF CHECK PROCESSING: \$20.00 per check
(charged to the violator. If collected the agency receives the original penalty)

INTERNET WORKSTATION ACCESS: \$100.00/month
DEDICATED WORKSTATION ACCESS: \$150.00/month
POS CASHIERING SYSTEM: \$200.00/month
(Agency pays data line costs)

LOCAL OFFICE with WALK-IN SERVICE Per Citation Issued

100,000 - 199,999	=	\$.25
200,000 - 399,999	=	\$.20
400,000 or more	=	\$.15

*** A MINIMUM PROCESSING FEE OF \$6,000/YEAR CHARGED ON ALL ACCOUNTS**

Summary of RFP Pricing Options - City of Fort Lauderdale

Option A - Purchase Price: *Less Trade-In/Discount*

AutoISSUE Series D \$ 55,500 - 17,500 = \$ 38,000

or

AutoISSUE Series FT \$ 79,300 - 17,500 = \$ 61,800 ✓

AutoPROCESS \$ 82,500 - 35,500 = \$ 47,000 ✓
(when installed with AutoISSUE)

Totals for AutoISSUE and AutoPROCESS:

AutoISSUE Series D 38,000 or Series FT 61,800

AutoPROCESS 47,000 47,000

\$ 85,000 37,000 \$ 108,800 + ~~11,800~~

(above prices include travel and training expenses)

Option B - Lease/Purchase Price (Series D):

AutoISSUE and AutoPROCESS

\$ 6,000/Month (plus travel and training)

Option C - Per Citation Price (Series D): (Rental Only)

as low as \$.50 per citation (plus travel and training)

Option D - Parking Ticket Collection Services

\$1.50 per citation issued for Base Processing

\$150.00 per AutoCITE/month (Series D rental)

\$.25 per notice or letter (postage additional)

40% of follow-up revenue or \$5.00 per follow-up

No Cost for the conversion - \$.25 per notice (postage additional)
(electronic data transfer)

or

ETEC will provide ALL of the above listed services and equipment required in this proposal and the RFP (including AutoCITEs) for a nominal fee of ALL collected revenue.

Note: All ETEC pricing options include all future revisions and updated versions of the software as long as the Agency is either under warranty or a valid maintenance agreement (refer to warranty and maintenance section of the proposal), whether *THREE or FIVE YEARS* or longer.

In our full systems proposal on pages 15 & 17, as you can see, we have offered the same AutoPROCESS Subsystems listed above at a 50% discount if purchased with the AutoISSUE Subsystem and the AutoCITE handheld computers. We will extend this offer for six months. If you purchase our AutoISSUE or AutoPROCESS within six months of the other purchase the 50% discount on AutoPROCESS will still apply. Please remember a second training session will be required if both systems are not purchased and installed at the same time.

Our proposal has described **ETEC** systems for sale or lease (Options A, B and C) and **ETEC** processing services through our service centers (Option D) for your review. **ETEC** offers the **City of Fort Lauderdale** the flexibility of many combinations of systems and services as well as several pricing options. As noted in the systems pricing and options on the previous pages **ETEC** can provide an On-Line Cashiering Function with POS Cash Register Systems and Laser Scanners, as well as all of the Other Related Hardware and Equipment not yet requested by your Agency.

In summary this proposal has described a **TOTAL PARKING SOLUTION** for parking citation issuing and processing software which meets all of the base processing requirements of the RFP and operates on Windows 95/98/2000/NT workstations over a WINDOWS NT/Oracle LAN. **ETEC** can have this system, as proposed, installed and operational well within your time frames, regardless of whether it is through our service centers with a local office, or at the Agency should you decide to operate the systems in-house. Other enhancement modules will be developed with the participation of Agency staff.

Since **ETEC** operates these same systems in our service centers the **CITY OF FORT LAUDERDALE** will always have the availability of switching Options (service center to in-house or reverse) at anytime. As stated in our proposal should the Agency decide to select our Full Service Center Option, **ETEC** can open and staff a complete Parking Violations Center for your Agency at your location.

II. NARRATIVE EXPLANATION/TECHNICAL PROPOSAL

RFP form follows this page

PART II - NARRATIVE AND TECHNICAL PROPOSAL

- I. Please provide a narrative response as to your understanding of the Scope of Services requested and required by the City.

This section should include: detailed description of your concept and approach to providing the system and services required, and all back-up information necessary for the City to properly evaluate your proposal and which satisfies all requirements contained in the RFP Scope of Services. Provide technical specifications, performance specifications, installation, testing and training.

Please include this narrative and technical proposal as an Appendix to your RFP response

- II. If you propose to use any Sub-Contractors in the performance of these Contract services, please include this information as a part of the RFP response, particularly with reference to any Minority/Woman Business Enterprise inclusion. Name of all sub-contractors, address, contact names, and the work to be performed, are required as a part of this information.

INCLUDED? YES: _____ NO: X

ETEC is the manufacturer of the AutoCITE handheld computers and we provide all programming in-house for the AutoISSUE and AutoPROCESS Systems which run on the PC/Server. We do not subcontract.

SYSTEMS and SERVICES DESCRIPTION

Introduction

Since **Enforcement Technology, Inc. (ETEC)** was incorporated in 1986 we have provided on-line **Automated Parking Management Systems and Services** for cities, counties, states, provinces, countries, colleges and universities, both nationally and internationally. During this time we have expanded our current customer base to **over 450 agencies, in 50+ states or provinces and 8 countries - From Ann Arbor to Alaska and Australia to Argentina.** A complete list of our customers and the systems and services which they use is provided in the vendor capability section.

In response to your request for proposals **ETEC** proposes a system which will meet all of your **citation issuance and processing requirements** and more. While we recognize your Agency is primarily interested in the purchase of an automated citation issuance and processing systems, for your consideration we offer three options for acquiring these state-of-the-art systems. The **AutoCITE Issuance (AutoISSUE) and Processing & Collections (AutoPROCESS) Systems** are described in the following portions of this section. All of our systems may be purchased or leased and operated by the Agency, or as we propose here, they may be provided for you as a service operated by our **Parking Enforcement Center** staff.

ETEC believes that a comprehensive Automated Citation Management System is more than just a ticket processing system, or a revenue collection system, in fact is really two distinct automated systems, one for citation issuance and a second for processing and collections. **AutoISSUE is an Automated Citation Issuance System** which interfaces the **AutoCITE** handheld computers with the **AutoISSUE Host PC System** and does not include any of the processing functions. **AutoPROCESS is an Automated Citation Processing & Collections System** which provides all of the processing functions required and more. **AutoCITE** systems will run on any IBM computer system, or on other micro and mini and mainframe computer systems which are compatible with the **WINDOWS 95, 98, 2000 or NT, and Novell Networks** using an **Oracle Data Base Server**. The computer system can be either a multi-user system or a server on a client/server network. A communications and/or transfer file program provides for the conversion of the automatic data transfer files between the **AutoISSUE** subsystem and the **AutoPROCESS** subsystem (all on the same computer if desired). **These systems are year 2000 compliant.**

Since your Agency has requested a proposal to include handheld computers and a parking citation processing system this section of our proposal describes both **AutoISSUE** and **AutoPROCESS** subsystems of **AutoCITE**. Separate price options

are detailed in the Cost Data Section. In addition, **ETEC** can also provide the Agency with the functions of a fully operational service center which fully meets all of your processing requirements. The Agency will be provided with the flexibility to retain all of the control you require in-house, while taking advantage of as many services provided by **ETEC** as each individual agency may desire. Choices between service center and lease or purchase are always open to the Agency at anytime during a contract period.

Separate price options are detailed in the Cost Data Section. This section of the proposal is normally divided into three separate discussion areas. First we will describe the **AutoISSUE** subsystem, a fully Automated Citation Issuance System using handheld computers. Second we will describe the **AutoPROCESS** subsystem and some of the systems modules available. The third section describes the **ETEC** Parking Enforcement Center operations as a Service Center. In this section we will address ALL specific concerns regarding this RFP/IFB.

A. AutoISSUE - Automated Citation Issuance System

The following portions of this section on System Description are specific to the design, development and installation of our handheld citation issuance system. The focus is on the implementation of this system as a separate system so you will understand the technology we propose to install and train in your environment. We have endeavored in this section, as in others of this proposal, to be specific to the needs of the issuing agencies and courts in our descriptions and discussions of the **AutoCITEs** and **AutoISSUE** Host PC Systems. After describing the overall design of our systems we will spend some time discussing our philosophy and approach to designing this technology and its most effective application. Specifically we will describe our implementation schedule for this project and explain the corresponding tasks as we see them. Technical and functional specifications will be described in detail.

Design of the AutoCITE System

The **AutoCITE** handheld is a lightweight portable computer with a printer capable of issuing printed **parking citations** and **traffic tickets** in the field. The data entry is completed by the Parking Officer (PO) or Traffic Officer (TO) as the citation is issued from this computer, which is totally held in one hand (has hand strap). Errors are reduced through the use of stored data fields, which require only one key stroke for entry, and through complete editing routines, both as data is entered and again just prior to recording the citation. Ticket information is stored in the **AutoCITE** for later transfer to an intermediate host computer and then on to the **AutoPROCESS**

subsystem or the Agency ticket processing system. Scofflaw hotlist data is also stored in the **AutoCITE** to alert the PO to a possible boot or tow eligible vehicle. A "search-only" mode is also used for accessing the hotlist without issuing a citation. A "Time Limit Marking Mode", which will be described fully in a later section, is also available.

For the PO or TO, their basic daily routine will remain the same while using the **AutoCITE**. Instead of carrying ticket books they will carry an **AutoCITE**. Instead of wasting time at the end of the shift completing and filing reports they will spend more time issuing citations. At the end of their shift they plug the **AutoCITE** into the charger/multiplexer box, select "unload" into the **AutoCITE** Host PC System, and go home. The system automatically unloads the ticket data, prints out the daily activity reports, downloads new fine changes and hotlists for the next shift, and then charges the **AutoCITE**. This process takes about 1 minute (200 citations) for each **AutoCITE**. The system then automatically goes on to do the next one in rotation. All units can be connected to the charger/multiplexer concurrently.

The hardware and software components of the proposed system, and the reasons why we believe they are the best choice for the Agency, are described in detail in later sections.

Types of Problems to be Addressed

The **AutoCITE** System was designed to meet many issuance needs. Besides the benefits to be gained from automatic data entry and scofflaw detection, the most pressing concerns when designing the computer were legibility and accuracy of the information. In parking operations, such as in your Agency, speed is gained along with better legibility and accuracy.

Handwritten citations have always been problematic with regard to legibility. Poor penmanship causes errors all along the processing line. The PO/TO may make an error or write so poorly it cannot be read accurately. The data entry operator may have to guess (and they do all the time) and guess wrong. Or, the data entry operator may also make an error. These errors will virtually be eliminated with this technology. If errors are still being made the source can be isolated to the field and the PO/TO.

By using the **AutoCITE** the PO/TO will be following an entry flow that has been designed for accuracy, speed and limiting errors of omission as well as mistakes. Data cannot be missed because of data checking, prompting, stored data, and verification routines. For example makes, models, colors, violation data, and street data are stored in accurate formats requiring only one key stroke for "correct" entry.

In addition to these built-in checks a complete edit process is available prior to placing the citation on the windshield. Corrections can be made and a completely new citation issued with the same number prior to recording. Once recorded the citation must be voided through the proper procedures and channels.

Data Transfer and Local Agency Processing

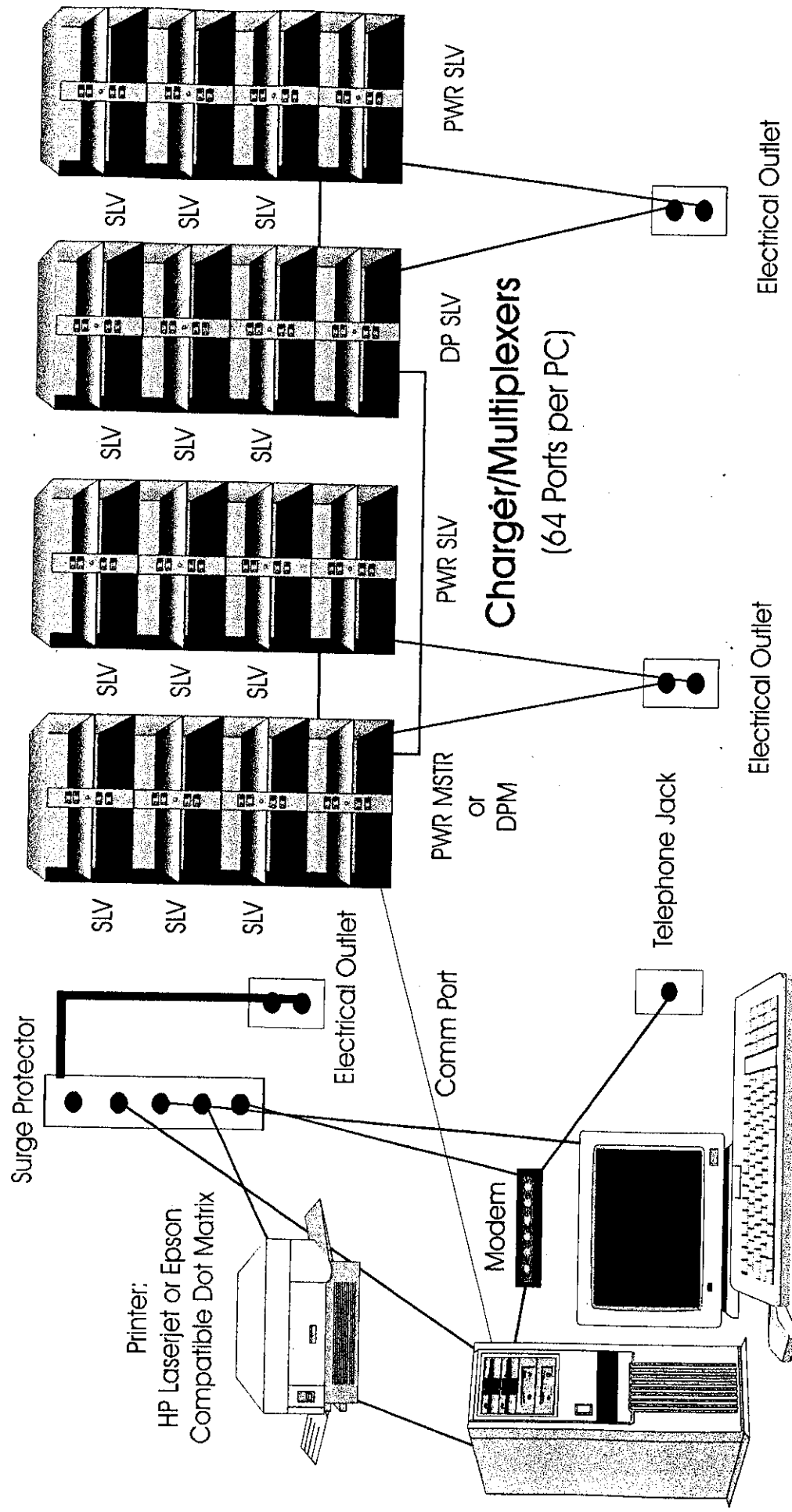
The transfer of data from the **AutoCITE** to the PC Host System is accomplished by downloading through an interface Charger/Multiplexer connected to an IBM PC (or compatible). Daily management reports are then available from the PC for immediate reference by the PO/TOs and supervisors. The PC then downloads new daily information received from the **AutoPROCESS** subsystem, or the Agency computer, such as fee changes and new "Special Enforcement" lists, while the **AutoCITE** is charging. The downloading process is accomplished in about 1 minute (200 citations) per **AutoCITE**. Each Charger can support and process sixteen **AutoCITEs**. One PC can support sixty-four (64) **AutoCITEs** (Figure 2).

During the transfer of data from the **AutoCITEs** to the PC, two files are written simultaneously. The compacted data files are written in a sub-directory on the hard disk as well as on a backup floppy drive so it can be stored separate from the PC in case the PC should fail. An ASCII (English language) file can then be created for transfer to our **AutoPROCESS** subsystem or the Agency mainframe.

AutoCITE Subsystems or Agency Mainframe Interface

The communications interface between the **AutoCITE** Issuance and Processing subsystems already exists. If the Agency elects not to choose both **ETEC** systems, and only the **AutoCITE** Host PC System, an interface with the Agency computer obviously will be required. An ASCII transfer file is created on the **AutoCITE** Host PC System after the unloading process for transmission and posting to the Agency main system. Numerous PC to mainframe communications software programs exist for the transfer of the files. **The program to merge and post the file into the Agency mainframe parking management software must be completed by Agency staff. ETEC will provide assistance to your staff as necessary during this phase.** If our full service center is selected the interface is already in place to the **AutoPROCESS** subsystem.

AutoISSUE Hardware System Configuration



PC w/ Min Requirements:

Pentium 350

64M of RAM

2G Hard Drive Space

3.5" 1.44M Floppy Disk Drive

Tape Backup Recommended

DPM = Dual Power Master

DP SLV = Dual Power Slave

PWR MSTR = Power Master

PWR SLV = Power Slave

slv = slave

Figure 2

Essential Elements of Current System

ETEC will work with the Agency staff to assure that all essential elements of the current or manual process are preserved during the implementation of the project. Provisions will be made to maintain the audibility, integrity and acceptability by the public. Handwritten tickets will always be used in conjunction with **AutoCITE** issued citations for those police officers who only write a few each day.

Concurrent Conventional and AutoCITE Operations

All handheld operations and the interface with the **AutoPROCESS** or the Agency computer processing system can be accommodated with very few changes to the current operations or procedures. In fact, the data entered by the PO/TO in the field on the **AutoCITE** creates a data entry file, or RJE file, which is then posted or merged to the processing data base in the same manner. By using the same number sequences and batch numbers the handheld issued citations will look the same as the manual issued citations.

Equipment and Supply Needs and Configurations

1. AutoCITE (Handheld Micro-processor)

The **AutoCITE** is a proprietary product of **ETEC**. It is the only one-piece, single-unit construction Automated Citation Issuance System (**AutoISSUE**) developed specifically for this market. See the enclosed product data sheet for a complete description.

The below listed functions are accomplished:

- **Daily Preparation Functions**

- Set time and date are automatic
- Set officer name and number at shift start
- Set geographic zone default as required

- Field Functions

Issue citation

Check delinquent tickets and/or other lists

2. AutoCITE Host PC System

The **AutoCITEs** will typically link to a computer running the **AutoISSUE** subsystem application through the Charger/Multiplexer box for uploading of citation data, and the downloading of new Scofflaw lists and other changes that need to be transmitted to the handheld daily. The **AutoCITE** Host PC System is usually an intermediate computer, which serves to collect and format data for transfer to a mainframe system (the **AutoPROCESS** subsystem or the Agency computer), which contains the Parking Citation Processing Application Software.

ETEC has chosen an IBM PC, Laptop or Notebook computer as the **AutoCITE** Host PC System (any IBM compatible PC will work). The PENTIUM platform is used for the **AutoPROCESS** subsystem. Both systems can in fact operate on one PC computer (one PC at the Agency for example). These computers have found broad based acceptance by business and industry alike. They have the power necessary to support and process daily up to 64 **AutoCITEs**, with multiple Charger/Multiplexers, and process approximately 25,000 to 15,000,000 citations on the **AutoCITE** Systems data base at any one time.

Some of the functions accomplished are:

- Reports (typical but not all)

Display delinquent ticket list for a vehicle

Daily ticket listing

Voided ticket listing

Workload activity by officer

Workload activity by violation

Workload activity by day and hour

Workload activity by zone

AD-HOC Generic Report Writer capability is provided through the AutoCITE System's Paradox designed data-base formatting capability for DOS and Interbase designed database for WINDOWS. By using the Paradox or Interbase database each agency is then provided

with a very cost effective way of producing their own very specific types of reports beyond the AutoCITE System's standard reports.

- Table Maintenance

- Maintain violations table
 - Maintain officers table
 - Maintain geographic zones table
 - Maintain streets listing
 - Maintain state codes
 - Maintain vehicle make and model tables
 - Maintain vehicle color table
 - Maintain stored remarks list

The **AutoCITE** Host PC System (hereinafter referred to as System) is written in a combination of program languages: Turbo Pasqual,"C" and Assembler. The System comes in both **DOS, WINDOWS (95, 98 &2000)**, and **WINDOWS NT** versions using Paradox and Interbase database engines, table structures and data formats.

3. MS-WINDOWS (95, 98, 2000 or NT) Functionality (Figure 3)

Multi-Tasking

Operations within the System can be "minimized" or run in the background while the user works on other tasks in the program. For example, the user can generate a report while editing the agency tables. The System will run concurrently with other WINDOWS or DOS applications running under WINDOWS. Printing runs automatically in the background, enabling users to work in other areas while the computer generates and sends the print job to the printer.

Printer Compatibility

The System allows the use of any WINDOWS impact or non-impact printer. Other devices that are WINDOWS compatible are also supported by the System. The System also has receipt printing capability on a dot-matrix printer.

AutoISSUE – Automated Citation Issuance System

Windows MENU BAR




AutoISSUE							  	Help	
File	Handheld	Search	Configuration	Special Enforce	Transfer	Reports			
Print Set Up	Daily Contact Functions	Search to View/Print	System Configuration	Make Composite List	Make Transfer File	Officer Log	Contents		
Exit	Load: Time/Date/ Passwords	Search to Void/Reinstate	View AutoCITE Log Files	Edit List Items	Copy Transfer File to Disk	Violation Summary	Topic Search		
			Password Editor		View Transfer Summary Info	Officer Productivity	Tutorials		
	Set Citation Numbers for Unit		Recover Data from Backup			Violation Print Out	How to Use Help		
	Load: Program to Unit		Backup System Files		Copy Import File From Disk	Investigative	About Help		
	Prepare Unit for Shipping		Delete Data		Import AutoCITE Data	Disposition Code			
						Citation Audit Trail			
			Citation Range Manager		View Transfer File Format	Broken Meter			
			View/Print Agency File			Activity Log			
			Edit Common List Items						

Figure 3

Graphical User Interface (GUI)

Programs and operations are symbolized by icons. When they are minimized or not yet running commands can be invoked either by pressing a button or choosing an option from a list of choices. Windows on the System are resizable so they can be moved and minimized according to standard WINDOWS conventions. Screen fonts are proportionally spaced and automatic word-wrap occurs in all notes areas. Windows on the System can be overlapped.

Graphics and Video Support

Screen size and resolution on the System are determined by WINDOWS settings and will accommodate any screen size or video resolution setting for any acceptable and compatible hardware. The System automatically adjusts to the screen size selected by the user via WINDOWS setup.

Standard Windows Commands and Keyboard Shortcuts

The System uses the standard WINDOWS commands for tasks such as closing a window, keyboard shortcuts, switching between applications, switching between modules in any application, selecting text and escaping a window.

Input

Full mouse support is provided by the System. With the mouse the user can resize a window, close, minimize or maximize a window, invoke a command, select a position within a text field to begin editing, double click to select a word and drag over the text as needed. Mouse parameters, including Double Click Speed, Mouse Tracking Speed, Mouse Trails and Switching Left/Right Buttons are available as standard WINDOWS procedures. Standard keyboard functions are supported including the ability to set the Key Rate Speed, Time Until Repeat and other WINDOWS functions. Date, time, number and currency formats are Agency specific and we allow multiple formats with our application, for flexibility.

4. Database Functionality

Open Database Connectivity (ODBC) Support

ODBC support allows the System to access data from other databases, including the following ODBC compliant applications: Gupta SQLBase, Oracle, Scaleable SQL, Sybase SQL Server and Microsoft SQL Server.

Structured Query Language (SQL) Support

The System supports any database that is SQL compatible. This allows open access to the System data files by other database programs; which allows use of most commercially available report writers.

Built-In Report Writer

Built-in Stores Procedures and an adhoc report generating program allows users to write citation, permit, and other reports, and to also save these formats for use at another time. Selection criteria can be based on any field in the database to ensure maximum flexibility. A full set of standard operational and financial reports is also available with the System. Adhoc reports, using the report generator, are user definable and can be customized with regard to layouts, sorting and method of output.

Main Summary Windows - Citations/Permits

The System displays citation, permit and other vital information simultaneously. Searches of the database include information that begins with, is contained within, ends or exactly matches a string of data. This browse can be done on any key field and lists the records in a pop-up grid view. Summary information is available for the status of citations, permits and other vital information.

5. Network Features

The System is native to WINDOWS and not a DOS program that runs in a DOS window. The System is a fully WINDOWS based system and operates under WINDOWS 95, 98, 2000 and WINDOWS NT. Client/Server compatibility removes the requirement that the program be installed on the file server. The program is installed on each individual workstation but each program accesses a common area for data retrieval (Figure 4).

A network version of the System allows availability for a number of users to conceivably access the same data simultaneously for editing, reporting and printing. Networking allows users to view a record while another user may be updating the same record. The System instantaneously updates information so users are always accessing the current status of citations, permits and other important information.

The System is compatible with any Local Area Network (LAN) that is supported by WINDOWS and running Oracle DB Server, including, but not limited to, NOVELL and WINDOWS NT.

6. Charger/Multiplexer (Interface Device)

This device provides the interface between the **AutoCITEs** and the **AutoCITE Host PC System**. It is connected to the serial port of the PC and will accommodate four (4) **AutoCITEs** which are connected through a standard RJ12 phone plug. The data is transferred and the **AutoCITEs** are charged through the same cord connection. One PC can support 16 chargers (64 ports total)

The below listed functions are accomplished:

- Data Transfer Functions

- Unload **AutoCITE** units to **AutoCITE Host PC**
- Upload Host PC data to **Agency/AutoPROCESS System**
- Download **Agency/AutoPROCESS System** to AC Host PC
- Transfer Host PC information to **AutoCITE** units

NOTE: The AutoCITE System will run on a DOS/WINDOWS PC that is connected to a Local Area Network but in the DOS version the PC must NOT have any programs resident in memory

AutoISSUE WINDOWS NETWORK SOFTWARE

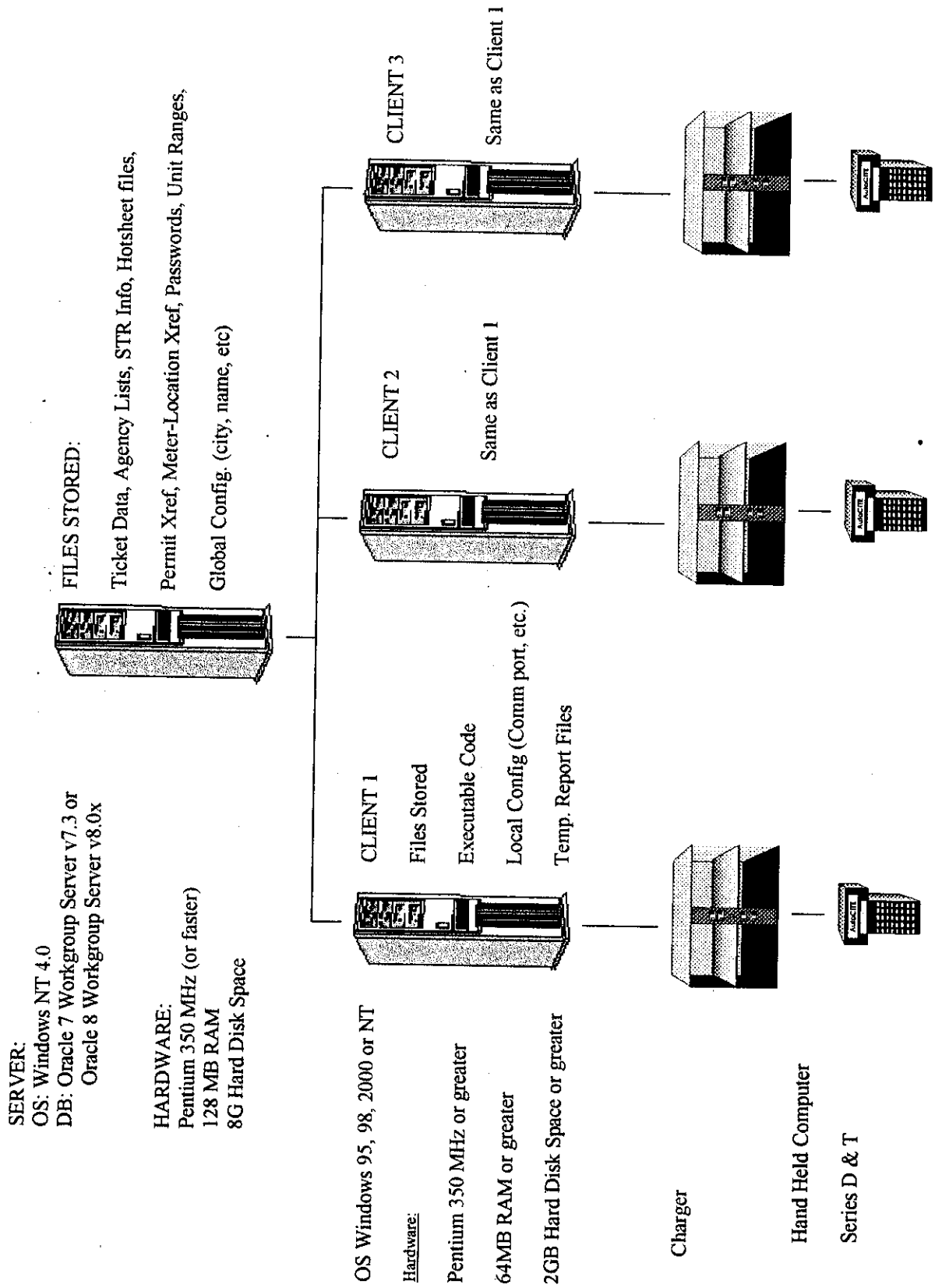


Figure 4

while the AutoCITEs are communicating to the AutoCITE charger/multiplexer (Ex. while unloading citations). The charger/multiplexer must be cabled to a COM port with no port contention for any other device (like a mouse on the same port).

7. Configurations (See Costs Section for Pricing)

	<u>Quantity</u>
AutoCITE Series D (FT) Handheld Computer	15
Charger/Multiplexer 4M/S including cables (? Ports total)	4
AutoISSUE Host PC System	1
AutoPROCESS Host Server System	1
Other Equipment as specified	
Supplies Estimates	
printer ribbons	? (Series D)
parking citations	?
citation envelopes	?

Programming and Software Development

1. Software

All of the software operating in the AutoCITE and in the AutoCITE Host PC System was designed and developed exclusively by ETEC for the purpose of parking citation issuance and processing. The software is included with the AutoCITE and the AutoCITE Host PC System software is a one time charge as described in the cost section. If software is required to interface our systems with your Agency computer, it will need to be developed. The cost of such a development will be discussed at that time.

2. Programming and Software Development

The **AutoCITE** software has been designed for simplicity of interface. Since the **AutoCITE** System is required to interface with many different citation processing computers the most preferred solution is the simplest solution which requires the least amount of additional software development.

Generally there are three parts of the integration process. The first is to establish a communications link between the IBM PC (or compatible) to the host processing computer. The second is to convert the **AutoCITE** citation data into a format compatible with the processing software. The last area is to provide a list of "SCOFFLAW" license numbers for use by the **AutoCITE** handheld computer. This integration has been completed between the **AutoISSUE** and **AutoPROCESS** subsystems.

AutoCITE Technical Specifications (Handheld Units)

The **AutoCITE** Field Unit is totally self-contained one piece, lightweight, single-unit construction, easy to carry, handheld computer, with a hand strap. It is the only one of the same size and weight on the market today. The **AutoCITE** can and will meet all of the specifications which you have required in your RFP.

1. KEYBOARD:

Series D

55 keys: 26 alpha, 14 numeric/punctuation, 5 function
10 cursor/edit control

Series FT

60 keys: 26 alpha, 16 numeric/punctuation, 6 function
12 cursor/edit control

This totally functional keyboard has pressure sensitive keys and does not require time consuming shifting from one to another. The keys are easy to use, even with heavy gloves, with keys large enough, and space enough between them so errors of pressing two keys are eliminated. The speed of entry does not require a buffer, the **AutoCITE** will always stay ahead of the PO/TO during entry. Changeable templates are not required since the keyboard is generic in its design and can be

used by multiple agencies without change. The keys are clearly labeled, including colors, for easy visibility day and night. By using a full set of alphanumeric keys, with most entries programmed, data entry is predominately single keystrokes. The **AutoCITE** also allows for up to eighty (80) characters of free form entry in certain fields if necessary.

2. WEIGHT:

Series D

2.00 lbs

Series FT

2.75 lbs

These lightweight handhelds include computer, printer, battery pack and 75 citations. The **AutoCITE** is designed with the foot patrol PO in mind. No bulky printer or battery pack is required. No additional carrying case is required. The entire single unit is held in one hand, with hand strap. It can be attached to the belt holster or attached to a strap for carrying if desired. Since the unit does not require a case, loading tickets, transmitting data, and other movement is very smooth.

3. PHYSICAL DIMENSIONS:

HANDHELD UNIT SIZE:

Series D: 9.25" X 3.0" X 2.5"

Series FT: 9.6" X 4.5" X 2.3"

4. TICKET SIZE:

Series D: 2.25" X 6" (Samples Attached)

Series FT: 4.4" X 7.3" (Samples Attached)

5. STORAGE CAPACITY:

Series D and Series FT

Memory (non-volatile Flash)	1MB (to 4MB)
Forms (fan-folded blank citations) per pack	75
Hotsheet (DL#s, plates, permits. persons)	300,000(to 500,000)
Stored citations (data)	1,000
Make List	1,000+
Model List	1,000+
Color List	1,000+
Violations, description, fine	1,000+
Locations (blocks/streets/lots/descriptors/meters)	1,000+
Stored Remarks (2+ lines of 40-80 char/line)	1,000+
Non Printed Remarks (2+ lines of 40-80 char/line)	1,000+

6. DISPLAY:

Series D

2 Lines of 24 Characters each

Series FT

4 Lines of 20 Characters each

A Liquid Crystal Display is used which shows alphanumeric data and is readable in all weather conditions and both day and night-time lighting conditions. **Backlighting of the display and keyboard is standard of both the Series D and FT.**

7. AUDIBLE SIGNAL:

Used when the wrong keys are depressed and when alerting the user that some information just entered is on one of the stored lists (Hot List).

8. POWER SPECIFICATIONS:

BATTERIES: Rechargeables

**CHARGING DOES NOT INHIBIT BATTERY LIFE PROGRAMMING
and BATTERIES DO NOT DEVELOP "MEMORY"**

LOW BATTERY MONITOR:

The **AutoCITE** has an automatic power-down mode after a user selected time of inactivity and has up to one month of shelf life with full data retention. The monitor also warns the user when the power is low and should be recharged. A low battery power detector is used to prevent total battery drain. A low battery condition will render the **AutoCITE** inactive for data entry. No additional data can be entered and no printing can be initiated. The PO/TO is informed that a low battery has been detected and the unit requires recharging. The **AutoCITE** then enters its low power mode to enable the PO/TO to return the unit to the Charger/Multiplexer for unloading of the data and battery recharging. The unit must be unloaded and recharged to continue. The unit may be operated for two full 8 hour shifts without recharge. The unit has run for 40 hours in one bench test and printed 375 tickets in another test without recharging (full recharge 4-8 hours). This method of safeguarding the data is preferred (**along with flash memory**) in that it is more effective and promotes more user control of the unit environment with minimum technical support.

EXTRA POWER PACKS:

No additional power packs are available or required.

9. PRINTER:

Series D

A 40 column, dot matrix, impact printer, which accommodates the size ticket described above using one piece of paper. Multiple copies of a ticket (bond or weather resistant) may be produced if desired at a print rate of 10 to 20 seconds each. This is the smallest 40 character impact printer available today. A "top of page" sensor is used to eject and align the citations automatically. The environmental limitations are the same as the **AutoCITE** in general and are discussed below.

Series FT and Series P (In-Car Printer)

A 80 column (with 20 and 40 column mode), thermal printer, which accommodates the size ticket described above using one piece of paper. Multiple copies of a ticket (topcoated or non-tear) may be produced if desired at a print rate of 5 - 10 seconds each. This is the smallest handheld computer with a 80 character printer available today. The environmental limitations are the same as the **AutoCITE** in general and are discussed below.

10. SOFTWARE:

The **AutoCITE** Host PC design provides the flexibility to make external changes to the agency software through the **AutoCITE** Host PC System. Changes can be made daily to stored list features of the unit (makes, styles, streets, violations, remarks). These changes are loaded through the interface with the Host PC via the RJ11/12 connector used to charge the units. **ETEC** staff can write new software as long as it conforms to the original design of the operating program of the PROM (programmed read only memory). Microsoft DOS (disk operating system) is used for the IBM or compatible Host as well as loading any of the user changeable programming. **AutoCITE** was developed using Turbo Pascal. Any changes to the version for the Agency or other enhancements must be completed by **ETEC**.

The operating system of the **AutoCITE** is installed from the EPROM into RAM when the unit is initialized. The operating programs are stored on a designated 128 kilobyte (KB) semiconductor chip separate from the data (**flash memory is used for storage**). If, for whatever reason, internal memory should fail, the data can be recovered from the flash memory, even if the operating program is lost or reset. This has been tested with favorable recovery of the citation data. This recovery process, if needed, can be completed by the Agency and is fully supported by the Host software package. Upgrades to accommodate future improvements in technology and/or increases in workload are available. Some external changes, as described above, can be changed by Agency Staff. Other firmware and hardware associated changes will be made by **ETEC**. New versions and software enhancements are provided at **NO CHARGE** to all clients who lease the **AutoCITE** System or are covered under warranty or a maintenance agreement. Hardware update or enhancement charges are based on time and materials. Changes at the request of the client will be completed at the regular **ETEC** hourly engineering rate.

11. OTHER FEATURES:

REAL TIME CLOCK AND CALENDAR: Yes (described below)

INPUT/OUTPUT PORT: Standard RJ12 jacks.

12. MAGNETIC STRIPE and 2D BARCODE READING for Dr.Lic

13. BAR CODE SCANNER: and BAR CODE PRINTING

The **AutoCITEs** have these capabilities as special modes. Further discussions will better identify Agency needs. Many **AutoCITE** users print barcodes on their citations with the **AutoCITE** printer for scanning with a laser diode gun at the cashiering terminals.

Parking Citation Issuance Procedure

The **AutoCITE** is designed for single key stroke entry of the citation information with most of the information stored in memory as described above. The time of day, and the date are automatic, kept by a real-time clock and checked daily through the Host Computer (PC). The citation number is automatically kept and incremented by the **AutoCITE**. This allows for total control of the number and at the same time unlimited flexibility.

The PO/TO completes most of the information be used during the day on the first citation issued (name, badge number, geocode, department). These fields are then kept in memory and print automatically for each subsequent citation. Printing occurs concurrently as the officer enters information.

With the exception of the vehicle license number, the remaining entries are completed with one or two keystrokes. Upon completion of the citation the printed copy, which is printing as the information is being entered, is then removed for placement on the vehicle. Prior to actually issuing the citation number a complete edit is possible to correct any errors. In addition a second copy can be printed if the first had errors and was corrected. Multiple copies, as many as you want, can also be printed before going on to the next citation.

Parking Citation Data Fields (as they appear on a typical citation)

DATE OF ISSUE: This field is automatic and cannot be changed or altered by the PO/TO. The internal real-time clock and calendar are monitored daily by the Host.

TIME OF ISSUE: Military time is used in the **AutoCITE** and AM/PM are not designated (Example - TIME:13:52). This can be changed to AM/PM, either way is optional)

AutoCITE NUMBER: A predesignated 3 to 5 digit number is assigned to each **AutoCITE**. The number corresponds to the serial number and is also coded into the software. The number is used for service coordination and later updates and enhancements. The numbers do not appear on the citation but they do appear on logs and reports. This number never appears on the screen during operation.

CITATION NUMBER: Up to a 9 digit number and 2 digit alpha numeric prefix is used for the citation number and it is automatically incremented. Each **AutoCITE** has numbering series so you will not have to order numbers on the citations. This feature avoids the constant problem of monitoring the citation numbers for re-order so they will never overlap. The citation number is issued by the **AutoCITE** and cannot be changed or modified by the PO/TO. Each **AutoCITE** is assigned a range of citation numbers by the Host PC which eliminates any duplications and prevents overlapping of ranges. (has MOD 7 or MOD 10 check digit capability if desired)

PO/TO NAME: This field is entered at the beginning of the shift or when the **AutoCITE** is issued to another PO/TO. Two persons could use the computer during a shift and daily reports at the end of the shift would segment the citations issued by each PO/TO. The signature space is located below the printed information and can be presigned at the beginning of the shift just as PO/TOs currently do with their ticket books.

PO/TO BADGE NUMBER: An alphanumeric field is completed at the beginning of the shift by the PO/TO.

PASSWORD: A four character password must be entered which matches the password table of names and ID#s of authorized users of the **AutoCITE**. If NO MATCH the **AutoCITE** will return to the name field for re-entry of name, ID and password.

AGENCY: Department designations (DPW or PD) are entered into this field for issuance designation purposes and later statistical analyses.

AREA: This field is alphanumeric and entered at the beginning of the shift or changed if the beat assignment or area is changed during the shift.

(All fields above are entered once at the start of the shift and are automatic thereafter unless they are changed by the PO/TO.)

VIOLATION LOCATION: A stored table of 1,000+ streets or locations is used to make this entry very simple for the PO/TO, therefore eliminating a consistent source of errors and the most time consuming field entry. The entry routine separates the location into three entries: block, street and descriptor (see appendices).

PARKING METER NUMBER: This is an alphanumeric field to enter the meter number when issuing meter violations. A meter license matrix can be used to automatically cross reference the meter number with the exact location.

VIOLATION/DESCRIPTION/FINE: These three fields on the citation are entered with one key stroke entry by the PO/TO. A violation list, with corresponding descriptions and fines (see enclosure) is stored in the **AutoCITE**. The **AutoCITE** can accommodate **TWO** violations per citation.

VEHICLE LICENSE: When this field is entered, with the state field, stored lists are automatically searched. The PO/TO must confirm if a scofflaw is located. The data entered can be either alpha or numeric. Seventeen characters of the VIN can be entered into the license field if the vehicle has no state plate. A blank license file can also automatically queue up a VIN Field if desired.

VEHICLE STATE: This is a programmed field to default to a designated state (CA) or selected from a list by entering the first letter of another state.

EXPIRATION DATE: This field is used for the year of registration of the vehicle. (and DMV codes if required)

PERMIT NUMBER: This is an alpha-numeric field used for the parking permit number (used by some as 4 digit VIN#).

COLOR: Standard colors are programmed into the **AutoCITE** for single keystroke entry. The actual color can be typed fully into this field if preferred. The stored method allows for easy entry of two colors with just minimum key strokes (Example: RED WHT).

VEHICLE MAKE: A user specific make list is programmed into the **AutoCITE** to make this a single keystroke entry.

VEHICLE MODEL: A user specific model list is programmed into the **AutoCITE** to make this a single keystroke entry.

VIN NUMBER: This is an alpha-numeric field used for the 4 digits of the VIN# as required in California (or for other data if desired).

REMARKS1 and 2: A stored list of the most often used remarks or comments can be accessed by a single keystroke entry. Two or more lines of 40 to 80 characters each are available for free form comments. Examples of remarks used by other clients have been included for your review in the appendices. PRIVATE Remarks (as many lines as desired) are also available.

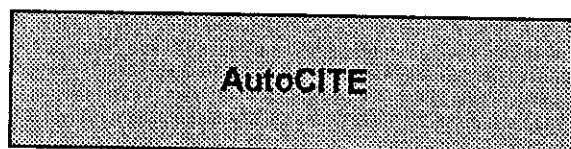
Typical Data Routine (screens as they appear on display)

All **AutoCITE** handheld data entry routines begin with a login process. The operator is required to enter name, ID and a password. If these entries match the password table (controlled by the management program at the PC) the operator will receive access to the Main Menu. Below we have provided a typical data entry routine on the handheld for entering the data fields described on the preceding pages. We have used the Series D **AutoCITE** for our examples which has a two line display. The Series FT is very similar but with a four line display. The screen display information will be in the left column and the operator action in the right column.

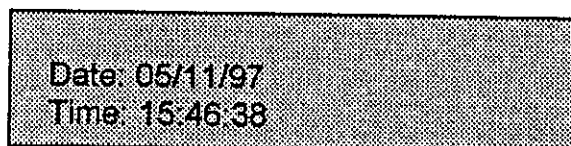
Please be advised we have provided only one scheme of the data entry routine for parking citations. Many different routines exist depending on the types of functions used by individual clients. Obviously the traffic ticket data entry routine would be much different and follow the flow used to issue a moving violation.

DISPLAY

OPERATOR ACTION



Press Enter to Log in
All users must log in
at the beginning of Shift



The Date and Time fields
CANNOT be changed and are
controlled by the Host PC
Press ENTER to continue

Typical Data Routine (Continued)

DISPLAY

Officer: **SMITH**
ID: **123**
Password: **ABC**

OPERATOR ACTION

Key in name, ID, Password
Press **ENTER** to continue

Main Menu

I=Issue C=Capture A=Actv
S=Srch R=Report ↑=LogOut

Press **I** for Issuance

Issue Menu

C=Cite M=Mark ↑=Exit

Press **C** for Citation

Issue Cite: T=Time
B=Loc V=Vehicle ↑=Exit

Press **B** for Location

Block:
100

Key in a number - **100**
Press **ENTER** to continue

Street:
MAIN

Key in a street - **MAIN**
Press **ENTER** to continue

Typical Data Routine (Continued)

DISPLAY

VIO: 1234 VC \$12.00 \$17.00
NO PARKING 7-9am

OPERATOR ACTION

Select the Violation from a
stored table of violations

Lic:
ABC123

Key in license number
and press **ENTER**

State:
CA

Key in state
(by typing "C" only)
and press **ENTER**

Exp:
08/97

Key in tag expiration date
and press **ENTER**

Color:
RED

Key in vehicle color
(by typing "R" only)
and press **ENTER**

Make:
FORD

Key in vehicle make
(by typing "F" only)
and press **ENTER**

Typical Data Routine (Continued)

DISPLAY

Model:
2 DOOR

Remark 1:
DIAGRAM

Remark 2:
HAZARD

Note 1:
EXPIRED

Note 2:
TOWED

OPERATOR ACTION

Key in vehicle model
(by typing **"2"** only)
and press **ENTER**

Key in stored or free form
(by typing **"D"** only) remark
and press **ENTER**
Printed on the Citation

Key in stored or free form
(by typing **"H"** only)
remark and press **ENTER**
Printed on the Citation

Key in stored or free form
(by typing **"E"** only)
remark and press **ENTER**
NOT Printed on the Citation but
stored in data for future reference

Key in stored or free form
(by typing **"T"** only) remark
and press **ENTER**
NOT Printed on the Citation but
stored in data for future reference

Special Enforcement List

A standard feature of the **AutoCITE** is the Special Enforcement List, which is downloaded from the host computer at the end of each shift. This list allows each license to be identified by a **CATEGORY CODE** consisting of a single character

symbol. When a match is found in the list, for towing, stolen or other criteria, either in the normal course of issuing a citation, or in the SEARCH-ONLY mode, the CATEGORY CODE is displayed along with the request for confirmation by the operator. In this way the operator instantly knows the level of violation. We propose to implement category codes as required by the Agency. Some examples might be:

A - ARREST Warrant list

B - BOOT list, cars that meet the booting criteria

D - DECAL list, decals or permits reported lost, stolen
or discontinued as part of the RPP Program

O - OVERNIGHT list, cars marked for overnight parking

T - TOW list, cars that should be towed if found in
violation rather than cited.

S - STOLEN list, cars to be recovered immediately

W - WARNED list, cars previously warned of violations

Note also the implementation of these categories involves no modification to the AutoCITEs. Rather, the data for each of these categories is generated by the Agency or AutoPROCESS subsystem, and transmitted to the AutoCITE through the Host PC System.

Environmental and Physical Requirements

The AutoCITE has been environmentally tested in a lab, as well as actual field tested in adverse conditions. The unit is totally self contained in a sealed, hard plastic, durable outer shell. It is capable of continuous operation under all types of weather conditions.

OPERATING RANGE: -20 to 140 Degrees Fahrenheit
(Environmental Chamber Tested)
Actual field tested below zero.

Numerous durability tests have been conducted on the units and they are capable of sustaining multiple drops from a height of six feet onto a hard surface, static shock testing and radio interference testing. In addition four (4) AutoCITEs

were dropped from the top of a vehicle traveling at 40 MPH onto an asphalt highway. These **AutoCITEs** sustained scratched cases but the displays DID NOT break and they were still fully operational, in fact they are still being used today.

During an extensive 6 month test in the City of San Diego an **AutoCITE** fell out of the Cushman driven by the PO and was run over by a truck. Although the **AutoCITE** was completely smashed and virtually destroyed the data was actually removed from the chip so no citations were lost.

On another occasion a PO in the City of Chico was involved in a traffic collision while on duty. The Cushman she was driving was broad sided and it rolled over. Fortunately she had her seat belt on and was only scratched and shaken. The **AutoCITE** was in our standard vehicle mount and remained securely attached. Unfortunately something fell on top of the **AutoCITE** during the incident. Even though the case was slightly damaged the **AutoCITE** continued to function properly and all data was securely transferred. The **AutoCITE** was returned to our engineering group and the case was replaced at no charge as part of our maintenance program.

AutoCITE Demonstration and Citation Copy

If desired **ETEC** will provide the Agency with an **AutoCITE** for a hands-on demonstration of the system capabilities during the evaluation. We would hope to be allowed an opportunity to give a full demonstration prior to the final selection during this evaluation process. A brochure with unit specifications (some now changed) is also at the end of this section. Also in the additional data section you will find a copies of the citations used by some of our current clients. The print window is the same for all agencies.

Customizing

The **AutoCITE** System as it is currently designed will fully meet all of your ticket issuance requirements without any customizing. We recognize some of the field lengths and data storage lists may be different than your request. We have described our current system and parameters. After a more thorough review of our current configurations we believe you may find them sufficient to meet your needs. If not we are prepared to meet the specific changes you may desire as part of our current price quote. If after further discussions with your staff special software, beyond the scope of these specifications as we understand them, is desired we will be pleased to provide it based on our hourly rate (\$150/Hour) with a maximum not-to-exceed quote.

Based on your specifications (license storage capacity and functions) you will require our **Series D AutoCITE**, which has a capacity of about **300,000** license plates. Below is an excerpt from our Operations Manual depicting the prompts and field lengths currently available. Following that you will find some specific sections discussed or clarified regarding differences from your specifications. Again we are prepared to make changes at **NO CHARGE** on those we believe to be minor modifications.

Current Prompts and Field Length Format

NOTE: Expanded characters take 2 spaces - designated #
Standard characters take 1 spaces - designated ~

Line Nbr	1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6	7	8	9	0
1	CITATION:	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	
2	TIME:	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	
3	OFFICER:	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
4	AGENCY:	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	
5	AREA:	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	
6	LOC:	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
7	TIMECKD:	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	
8	VIO:	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	
9	DESC:	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
10	PENALTY:	\$	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	
11	LIC:	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	
12	STATE:	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	
13	EXP:	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	
14	MAKE:	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	
15	BODY:	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	
16	VIN#:	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	
17	REMARKS:	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
18	REMARKS:	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

(A / N / #)

A/N2 - N9 - Day
N5-N8
A11 - AN7
AN15
AN15
AN37
AN8
AN17
AN 35
N10
AN17
A2-AN9
AN5-A8
AN10
AN10
AN10
AN38
AN38

(A / N / #)

A/N2 - N9 - Day
N5-N8
A11 - AN7
AN15
AN15
AN37
AN8
AN17
AN 35
N10
AN17
A2-AN9
AN5-A8
AN10
AN10
AN10
AN38
AN38

Compensation

ETEC recognizes that your Agency is very progressive and truly a leader in technological advances, and a model for other cities, colleges and universities across the country. For that reason we are very sure that your staff evaluating this proposal will recognize the superiority of the **ETEC** technical design and construction of this

computer system. We have not taken an off-the-shelf calculator, or other hand-held computer used for doing utility billing or supermarket inventory, added a second printer piece to carry around on your shoulder or plug on the end, and then enclosed it in a protective carrying case to shield it from the weather and damage when it is dropped. Our single unit construction computer (not 2 pieces to carry around on your shoulder) is manufactured to be durable and not require a protective case. The **AutoCITE** is **OUR** computer and we build it in **OUR** facility so you won't be susceptible to the risk of a super giant foreign manufacturer like Epson discontinuing the calculator in favor of another model which **may not** support the parking software. This happened to Timelapse out of Florida when their off-the-shelf calculator for parking citations was discontinued by Cannon.

We value satisfied customers and welcome the opportunity to work closely with clients who have the foresight to stay on the leading edge of technology. We have been in the parking industry for over ten years and have served some of the most progressive agencies in the country as you have seen in our reference section. We currently have some of the most technologically advanced cities (Long Beach, San Diego and Melbourne, AUS) and universities (University of California, California State University, University of Michigan and University of Nebraska) in the country as clients. As you can see most of our focus has been in the west. We look forward to working very closely with a progressive Agency such as yours to enhance our systems development and marketing in your local area and nationally. For that reason we have offered our **AutoCITE** System in this proposal at price levels that are well below our normal pricing structure. In addition as you can see in the Cost Data Section we are waiving many costs for the system enhancements, installation and training. We believe your Agency will pave the way for the sale of similar systems in your local area.

Other Previously Stated Concerns

One ribbon for the **AutoCITE** will last approximately 400-500 citations (about 200 if printing barcodes) depending on how dark the print is on the citation. Supply prices for ribbons, citations and envelopes separately in our Cost Data Section because they vary depending on volumes ordered.

The **AutoCITE** Host PC System runs on any IBM compatible computer. The programs of the system are written in assembler, Turbo Pasqual and Delphi Tools. Presently we make all of the modifications to the stored lists (agency source file in the manual) in the **AutoCITE** so we can maintain up-to-date copies for total software support for our clients. This agency file is maintained and edited on the Host computer for downloading to the **AutoCITEs**. By this method we assure the quality control over the changes and eliminate the need for changes by Agency MIS staff.

We have not seen any specifications which will require more than minor modifications to our system if any. We also want to reiterate that there will be **NO ADDITIONAL CHARGES** for minor software changes. Any modifications required, after further discussions with your staff, will be completed on an hourly rate.

AutoCITE Handheld Computer Special Function Software

Several special functions are available for the PO/TO to use in the field in addition to issuing citations and searching for boot or tow eligible vehicles. This features are mentioned briefly below for your reference. If you desire more information about one or more of them please refer to the Attachments in this proposal.

Time Limit Marking (Mark Mode)

Barcode Printing (1D/2D)

Parking Permit / License Cross Reference

Broken Meter Reporting

Damaged Sign Reporting

Field Citation Cancellations

OCR Printing (Series FT only)

Witness Forms

Parking Lot/Street Empty Space Inventory or Survey

License Plate Inventory

Meter/Location Matrix

Tourist or Visitor Information

Warnings/Cautions

Officer Log/Activity Report

HotList Dispositions

Whenever a plate is encountered on any of the special enforcement lists, (hotlist, scofflaws, repeat offenders, exempt, stolen, etc) the operator can be required to enter a disposition. The dispositions are actions which the operator took in response to encountering a vehicle on one of the lists. These dispositions are agency defined, such as, Towed Vehicle, Called Dispatch, Booted Vehicle, Impounded, No Action, etc.

A report is available at the PC to list the vehicles which were found on the lists. The Vehicle, State, Location, Officer, Date and Time along with the Disposition is listed on the report.

Field Units

Our **AutoCITEs** weigh 2 pounds (Series D) and 2.75 pounds (Series FT) total and can be carried in one hand. The rugged design of the **AutoCITE** and it's proven durability and weather proofing eliminate the need to put a leather or Cordoba case around it for protection as is done with other computers. The unit does have a hand carry strap attached. Shoulder straps and belt connectors can be attached. These straps and connectors are standard items which can be purchased at any law enforcement uniform and equipment supply outlet.

In addition we have completed the design and manufacture of a vehicle mounting system, as well as a leather belt holster and envelope carry system. We also have a carry strap for the **AutoCITE** if desired. The price for these items will be discussed if we are selected and have had an opportunity to show these items to the Agency.

The **AutoCITEs** have built-in 40 and 80 column printers with regular and bold print as well as graphics capabilities. This has obvious advantages over an attached 24 column printer, the most important being durability and the elimination of the need for a cover/carrying case to secure it to the computer. The **AutoCITE** Series P also provides software operating on the in-car WINDOWS PC and an external printer in the vehicle (see below). This option has some advantages when the **AutoCITE** is used for traffic tickets or field interviews, or other functions of the patrol officer, but we believe for total parking enforcement it defeats the efficiency designed into the machine for walking personnel.

As previously described the **AutoCITE** has a full alphanumeric keyboard with function keys which has several advantages over the "touch screen". The **AutoCITE** keyboard allows for easy use with gloves and long nails. In cold weather